SSD SUPPORT SOLUTIONS

bizhub 600 - ALL ACTIVE SOLUTIONS

March 2009

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

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Solution ID TAUS0800165EN* **Solution Usage** 3

Description

Stapler arm being broken from stapler cartridge when stapler cartridge is installed or staples are being advanced.

Solution

This issue has been escalated tothe solutions team in Japan and SSD is currently working withJapanese partners in Support and R&D to duplicate/confirm the problem. A resolution will be obtained for this issue as quickly as possible.
For phone advisors, when a ticket has been created, please select 'E-mail primary contact' for an automatic E-mail to be sent to the technician when this solution is updated. End the call with call code 'Escalated to Japan'.
Note :The SSD Hotline advisorwill request that this unit be shipped to the National Parts Depot with the following information until this issue is resolved:

Serial Number
Management List
Sheet Total Counter
Send to: National Parts Depot
Attn: <Your Claim #>
31 Elkay Drive
Chester,NY 10918

CAUSE: It seems that the spring tension to the stapler arm is causing the arm to crack andthen break off.

SOLUTION: Replace the stapler unit (p/n 15JKR70600). See attachment for examples of the broken stapler arm. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
A FOC Stapler Unit is available. To obtain a free-of-charge Stapler Unit (p/n 15JKR70600FOC) please follow the procedure below:

SSD REPLACEMENT PART(S) CLAIM ORDERING PROCEDURE (U.S. market only):
Part(s) can be ordered via the online SSD Solutions RA/Claim form which is accessible in MyKonicaMinolta.com => Service => Warranty, Repair & Special Programs => Warranty Services & Technical/FOC Programs => SSD Technical (FOC) & Special Programs => SSD Solutions Claim (Claim Type pull-down selection) => SSD Solutions RA/Claim form.
After selecting SSD Solutions Claim, select the appropriate Solution ID from the “SSD Solutions” pop-up box in the Product RA/Claim Information at the bottom of the form. The
choice will then display a description of the associated FOC part that will be shipped.
Under this SSD program, KMBS will ship all parts at no-charge.
Upon receipt and verification of the online claim information, KMBS Service Operations will process a Free-of-Charge parts order. All parts will be shipped via UPS 2-day Air Service, and an automated E-mail will be sent to the submitting KMBS Customer confirming the shipment and the KMBS claim number, parts order status and the UPS tracking number for the delivery.
Questions related to the FOC parts claims may be directed to KMBS Logistics Operations at (201) 934-5339.
IMPORTANT REMINDER : The technician MUST include a SSD Problem Ticket number. The ticket should state that Technical Support recommends replacing the part.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

Solution ID TAUS0800332EN* **Solution Usage** 1

Description

J31-02 and J21-02 codes with paper stopping under drum.

Solution

CAUSE:The registration guide plate is bent.

SOLUTION:Replace the registration guide plate (p/n 57AA46040).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0641163EN* **Solution Usage** 0

Description

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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Solution ID TAUS0900085EN* **Solution Usage** 0

Description

Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution

CAUSE:The Microsoft® Exchange Server is not set up correctly.

SOLUTION:Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900468EN* **Solution Usage** 1

Description

The warning message "Toner Cartridge needs to be replaced" does not disappearafter the toner cartridge has been replaced.

Solution

CAUSE: This is caused by incorrect firmware.

SOLUTION: Installspecial firmware version 30-D6.

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0702294EN* **Solution Usage** 4

Description

How to configure LDAP access on a Lotus® Notes R5 or R6 server.

Performing a LDAP Search using an Anonymous Connection via Lotus Notes.

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :
1. Edit Notes.ini and add LDAP task. ServerTasks = Router, Replica, Update, Amgr, AdminP, CalConn, Event, Sched, Stats, HTTP, POP3, maps, LDAP.
2. Create a new Configuration document for LDAP to control Anonymous Access.
3. Create a new Configuration doc, call it Allservers in the Group or Server name, then save and close the doc.
4. Now open the Allservers doc. Note that the Basics tab has changed.
5. Select Use these settings as the default for all servers. Note that Group or Server name is now *-Default-. Also there is now an LDAP tab.
6. Click on the fields that you want to be accessible button.
7. Set it to show First Name InternetAddress and LastName only. Do this so only limited info is available.

Notes :
a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBNAMES.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf)not listed in the previous release:
b.The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.
c. Please refer to the attached document for more detail.
d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
e. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0656061EN* **Solution Usage** 0

Description

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Scan to E-mail times out if more than 1 or 2 pages are scanned.

Solution

CAUSE: The NIC speed and duplex settings are incorrect.

SOLUTION: Set the NIC speed and duplex option to match the Network Switch settings of the environment.
Note : If this does not work please set the NIC to 100MBps Half Duplex. Leaving the NIC to AUTO Sensing may be problematic.

Solution ID TAUS0658136EN* **Solution Usage**

Description

FK-502, when sending a fax, selecting the "Off Hook" key will allow a fax to be sent, yet when "Off Hook" is not selected, the fax is not sent.

Solution

CAUSE: Incorrect settings.

SOLUTION: To correct:
1. Enter the Service mode.
2.Select "Fax".
3.Select "Network".
4.Select "Network 2".
5.Set "Dial Tone Detection" to "Off".
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0802637EN* **Solution Usage**

Description

Host Name and File Path are blank using Scan-to-Home (Folder).

Solution

CAUSE: The LDAP server does not respond to an MFP request with the expected resultbecause the domain user's E-mail address field is blank.

SOLUTION: The following table lists modification notices and special firmware for each engine series.

Model	Modification Notice	Firmware
360	DLBT0803345EN00.PDF	360US_M0G3100VW.EXE
420	DLBT0803345EN00.PDF	420US_M0G3100VW.EXE
500	DLBT0803345EN00.PDF	500US_M0G3100VW.EXE
361		

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DLBT0803346EN00.PDF

361US_M1G1300UI.EXE

421

DLBT0803346EN00.PDF

421US_M1G1300UI.EXE

501

DLBT0803346EN00.PDF

501US_M1G1300UI.EXE

600

DLBT0803843EN00.PDF

600_750_US_M1G3000V9.EXE

750

DLBT0803843EN00.PDF

600_750_US_M1G3000V9.EXE

C203

DLBT0803485EN00.PDF

C203_A02E0Y0-F000-GE8-R5.EXE

C253

DLBT0803484EN00.PDF

C253_A02E0Y0-F000-GD8-R5.EXE

C353

DLBT0803483EN00.PDF

C353_A02E0Y0-F000-GC8-R5.EXE

C451

DLBT0803493EN00.PDF

C451_A00K0Y0-F000-GC8-R5.EXE

C550

DLBT0803492EN00.PDF

C550_A00J0Y0-F000-GC8-R5.EXE

C650

DLBT0803491EN00.PDF

C650 A00H0Y0-F000-GC8-R5.EXE

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The modification notice and firmwareare available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'
Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0807881EN* **Solution Usage**

Description

To transmit a fax, the Off-Hook button must be pressed. Otherwise, the fax does not transmit.

Solution

CAUSE: The dial tone detection is set to On in the fax.

SOLUTION: To turn off the dial tone detection, perform the following procedure:
1. Enter Tech Rep Mode.
2. Select Fax.
3. Select Network and then select the #2 setting.
4. Set the Dial Tone Detect to Off.
5. Exit Tech Rep Mode.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0808508EN* **Solution Usage**

Description

AIX print spooler crashes when printing multiple files.

Solution

Background:When printing from AIX,users have theoption to print single ormultiple files at a time.When a user bundlesmultiple files together, only one control filesent with multiple data files.The control file tells the controller how many files are to be printed.

Cause:The 600/750 controller ignores multiple file entries in the control file.

Solution:Please load firmware version 30-DA. It can be found at the following URL:

ftp://special:12345@onyxftp.mykonicaminolta.com/600_750/Ver_30_DA

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0808573EN* **Solution Usage**

Description

Problem: When the machine is set to print banner pages from the driver it keeps asking for A4 paper.

Solution

Cause:

The IC-202 is not properly configured.

Solution:

Please log into PageScope Web connection as the administrator.
Select the print tab.
Select the Default settings.
Set the default Paper size to 8.5X11 size paper.
Click Apply and log out.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0808612EN* **Solution Usage**

Description

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Cannot perform single or multiple character searches in Microsoft® Windows 2003 Active Directory domain.

Solution

CAUSE: These engine series 'Use Referral' function are not compatible with LDAP \Domain Controller at Domain Functional level of Microsoft® Windows 2003.

SOLUTION: Refer attached document to disable 'Use Referral' function. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0900125EN* **Solution Usage**

Description

FK-502, R40 error during communication with CS Remote Care.

Solution

CAUSE: Faxcontroller bug.

SOLUTION: Please install attached fax controller program version G01-11 or later. Refer to the attached Release Notes prior to installation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : The latest version of firmware andsystem software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0900469EN* **Solution Usage**

Description

When running large jobs, the shift tray reaches the bottom limitbut the machine does not stop,causing the ouput sheets to jam.

Solution

CAUSE: Incorrect firmware

SOLUTION:Install special firmware version 30-D6.

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE

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Solution ID TAUS0657483EN* **Solution Usage** 1

Description
Overtoning, background and a possible intermittent SC46-08 code.

Solution
CAUSE: LD1 or LD2 has failed or are mis-adjusted and the image generated by the laser is not being output or is light on the test pages. This will result in a light patch on the drum for toner density adjustment.

SOLUTION: Generate a test page in the Service Mode => Image Processing Adjustment => Drum peculiarty => LD1 or LD2 offset adjustment. Adjust both to the proper density. If unable to adjust to the correct density, replace the write unit (p/n 57AA-6501 for bizhub 600/750 and p/n 57GA-6500 for bizhub PRO 920).
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0703364EN* **Solution Usage** 1

Description
Marks on copies/prints.

Solution
CAUSE: The pin that supplies bias power to the toner guide rolleris out of position. If this happens, cleaning does not occur properly.

SOLUTION: During setup,ensure that the contact is positioned correctly in the center of the toner guide roller shaft. Refer to the attachedBulletinNumber 6185 for details.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800509EN* **Solution Usage** 3

Description
Dirty/soiled copies/prints.

Solution
CAUSE: Toner spilling from cleaning unit. The toner recycling screw is not functioning due to a corrupted NVRAM.

SOLUTION: To confirm a corrupted NVRAM, temporarily install a NVRAM from another machine and test. If it is confirmed that the NVRAM is corrupted, order a replacement using the online ordering procedure as outlined in attached BulletinNumber 5783. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0800530EN* **Solution Usage**

Description
Marks on copies.

Solution
CAUSE: The fuser web does not advance after it wasreplaced becausethe web counter was notreset.

SOLUTION: To reset:
1. Enter Service mode.
2.Select Counter.
3.Select Present Parts life.
4.Select Fixing Cleaning Web.
5.Press the Clear button on the 10-key pad.
6.SelectOK on the touchscreen and exit the Service mode.
Note : If the counter reachesmaximum count, the machine will not advance the web until it is reset.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800778EN* **Solution Usage**

Description
Black lines on copies (see attached sample). Problem occurs in copy mode only;prints are OK.

Solution
CAUSE: Exposure lamp slightly flickers which is not visibleto thehuman eye.

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SOLUTION:Replace Exposure lamp (p/n 57AA 8301 0).
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0801164EN* **Solution Usage**

Description

There is a 1 - 1.5 inch band on copies/prints.

Solution

CAUSE: Drum claw solenoid is binding.

SOLUTION: Clean drum claw solenoid (p/n 26NA 82513) or replace if necessary.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0802332EN* **Solution Usage**

Description

Black line on copies of original on the platen glass or from the document feeder, but not on internal prints.

Solution

CAUSE:Possible failed image board.

SOLUTION: Ensure that there is no debris on the optics.To verify the problem, run an enlarged or reduced copy and the line will move but the thickness of the line will not change. Replace the Image Board (p\n 57AA-9016G).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0900158EN* **Solution Usage**

Description

Marks on copies; "dirty" copies.

Solution

CAUSE:Cleaning web is not advancing. The solenoid was tested in I/O mode and is working correctly.

SOLUTION: The parts counter for the cleaniing web must be reset in order for the new roll of web to advance.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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Solution ID TAUS0703725EN* **Solution Usage** 2

Description

Black copies or intermittent black copies.

Solution

CAUSE: Poor connections or failed HV Power Supply.

SOLUTION: Check the connections from the HV Power Supply to the Imaging Unit, and if there is no problem with the connections, then replace theHigh Voltage Power Source (p/n 56AA-84010).

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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Solution ID TAUS0801818EN* **Solution Usage**

Description

When copying A4 originals, copies are offset somewhat and cut off. The customer copies both letter and A4 originals and has both sizes of paperloaded in the machine.

Solution

CAUSE: Incorrect setting.

SOLUTION: To enable the machine to properly copy both A4 and letter originals, perform the following:
1. Enter the Service mode.
2. Select System 1.
3. Select Original Size Detection.
4. Change Original Glass Original Size Detect from "Inch Series" to "Full Size."
5. Manually selecte the paper tray with the desired paper size.

Note : The machine can be set to automatically recognize A4 or 8.5 x 11, but not both.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0808583EN* **Solution Usage**

Description

Problem:

Intermittently mirror images occur on outputwhen printing or copying.

Solution

Cause:

Incorrect firmware version

Solution:

The firmware should be flashed with the current firmware versions. If the unit already has the current firmware versions, then reflash.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

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Solution ID TAUS0701518EN* **Solution Usage** 2

Description

Received faxes, when forwarded to E-mail, FTP,or SMB, are rotated and reduced/cropped.

Solution

CAUSE: This is a known firmware bug.

SOLUTION: Please update the MFP controller firmware to version 57AA0100-GUJ-30-000 (Abbreviation Ver.30-UJ) or greater, and the Image controller firmware to version 57AA-1000-GUJ-31-000 (Abbreviation Ver.31-UJ) or greater.

Notes :

1. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. Please read attached Release Notes prior to updating the firmware. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
3. The Ver.31-UJ firmware update for the Image Controller is included in the Ver.30-UJ upgrade file.

Solution ID TAUS0802584EN* **Solution Usage**

Description

When printing 3-D or MaxiCode barcodes from AS/400® or mainframe, the job does not print correctly.

Solution

CAUSE: There are too many variables for the HPT on a HOST system to correctly image a UPS shipping ticket and 3-D MaxiCode barcode.

SOLUTION: Use a LinkCom™ III with the following configuration:

The configuration can be set up using PrintGuide™.

Set up the LinkCom™ III to support IP40 emulation and install the IP40 font set.

Under the IPDS tab select the following settings.

- Postscript
- Edge-to-Edge is on
- Report Margins to system is on
- 37 code page
- IP40 emulation
- 600dpi
- VPA is set to Physical

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

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Solution ID TAUS0703246EN* **Solution Usage** 2

Description
Light copies soon after performing a PM.

Solution
CAUSE: While cleaning the drum carriage during a PM, do not usea vacuum cleaner becausethe toner control sensor board (TCSB) is very sensitive to static charges.

SOLUTION: Replace the TCSB (p/n 56AA-9100).
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0807949EN* **Solution Usage** 1

Description
Copies and prints are all black. However, they do not feel gritty.

Solution
CAUSE: Inadequate drum ground.

SOLUTION:Check the drum bearing and ground spring for proper contact.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0657847EN* **Solution Usage** 18

Description
Corner(s) at leading edge of papersoiled black.

Solution
PROBABLE CAUSES:
1. Toner density is high.
Check the developing magnet angle again and adjust it if necessary referencing attached Bulletin Number 5405. Clean the toner recycle section, drum peripherals and paper feed path.
Notes :
a. If gray background is also occurring:

Changedipswitch 23-2 and 23-3 from 0 to 1.This decreases toner density by 1.5%.
Outputtest pattern No.12 on A3 in duplex mode (25 to 30 sheets).
b. If the problem persists,changedipswitch 5-0 from 0 to 1.This decreases the toner density even further.However, it also decreases the image density.Do not perform this for users who wish darker images.
c. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

2. Papergeneratesexcessive paper dust.
Clean the paper dust removal brush.Use a different brand of paper (low dust).
SPECIAL NOTE : Solution contribution by Chuck Tripp and Jim Behrends, Production Print/SSD

Solution ID TAUS0657848EN* **Solution Usage** 1

Description
Overall background of image is evenly light gray.

Solution
CAUSE: Toner density is high.

SOLUTION: Perform the following:
1. Check the developing magnet angle and adjust it if necessary referencing the attached Bulletin Number 5405. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. Change dipswitch 23-2 and 23-3 from 0 to 1. This decreases toner density by 1.5%.
3. Output test pattern No. 12 on A3 in duplex mode (25 to 30 sheets).
4. If the problem persists, change dipswitch 5-0 from 0 to 1.
Note : This decreases the toner density further. However, it also decreases the image density. Do not perform this for end users who prefer darker images.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD and Jim Behrends, Production Print/SSD

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Solution ID TAUS0607358EN* **Solution Usage** 17

Description
The entire print job is stapled instead of each set when printing multiple stapled sets from Microsoft® Word.

Solution
CAUSE: The Collate option in the Microsoft® Word dialog box is selected.

SOLUTION: When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID TAUS0627763EN* **Solution Usage** 2

Description
Vellum paper specifications.

Solution
Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run though the machine, however Konica Minolta does not support a particular brand of vellum paper.
Note : Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

Solution ID TAUS0648457EN* **Solution Usage** 3

Description
Setup guide for User Authentication in combination with Active Directory™, NDS, and SMB/NTLM environments.

Solution
Refer to attached Setup Guide for User Authentication. This document outlines the methods to set up User Authentication.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0648861EN* **Solution Usage** 12

Description
How to set up Microsoft® Windows 2000/XP for SMB scanning.

Solution
At the PC :
1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes :
a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.
b. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start/Control Panel/Windows Firewall/Exceptions.

At the bizhub :
1. Connect to the bizhub using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure that TCP/IP is enabled.
5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select Scan.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC NetBIOS name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive,

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enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case-sensitive.
Notes :
a. The SMB protocol uses TCP/IP, NetBIOS and ARP broadcasts to communicate with the host PC.
b. Please refer to attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0650409EN* **Solution Usage** 28

Description
How to update the flash firmware (ISW).

Solution
To update theMFP firmware, perform the following:
1. Download and extract the program file. The extracted files will have muliple folder levels.
2. Copy the folder [BW75_60] and its sub-directories to USB memory (commonly referred to as USB memory stick or thumb drive).
3. Enter the service mode and follow the procedure beginning on page 169 of the Field Service Manual .
Notes :
a. DO NOT change folder name.
b. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
3. Update firmware to "Mass production version 10.0" first. The following 4 modules are required to update.

MFP
Image
Finisher
All Printer
Note : There are 2 files for "All Printer".
55aa... is for the bizhub 750
55ba... is for the bizhub 600
4.Update firmware to "New version".
The following 2 modules are required to update.

MFP
Image
Versions will be changed as follows:
MFP 10-00 => 11-04
Image 10-00 => 11-03
This version includes the following:

Improvement of IPP printing speed
Countermeasure for Lockup issue
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0652826EN* **Solution Usage** 3

Description
How to add new plug-ins through PageScope Net Care 5.5 via Auto Version Check.

Solution
To add new plug-ins through PageScope Net Care 5.5 via Auto Version Check, perform the following:
1. In Server Setting-Auto-Version Check Setting set Check Interval, Day of Week, Day and Time settings.
2. To have the result of the Notification Check sent to the already configured Net Care Administrator account, select the Notify option. If the network where Net Care is installed is accessing the Internet through a Proxy Server, the TCP/IP address and port number of the Proxy Server must be specified here. If it is necessary to specify a HTTP Proxy account to access their Proxy Server, it would be specified under 'Use HTTP Proxy Account'.
3. After making these settings, to immediately check for updates, go out of Net Care and then login to the Console Tools.
4. Select Download Install.
5. Click on Check Now to check immediately for available Plug-in updates.
6 Once available plug-ins are listed, select the plug-ins to install, then select the Install button.
7. Prompted to restart the Server. Select to Restart. It may be necessary to stop and restart the Net Care service or reboot the computer for the change to take effect.

Solution ID TAUS0656768EN* **Solution Usage** 47

Description

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What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.
For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
Notes :
1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0656793EN* **Solution Usage** 2

Description

SMTP authentication tips.

Solution

Refer to the attacheddocument whichprovides details on how to configure the MFP to allow SMTP Authentication for Scan to E-Mail.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0656962EN* **Solution Usage** 3

Description

Connecting a Hecon® (key counter) device to the mainbody.

Solution

Please seeattachedBulletin Number 5563inregards to Hecon® conventional key counter, Hecon® Base 10 and legacy Minolta key counter support. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657076EN* **Solution Usage** 7

Description

Parts required to connect a Hecon® conventional key counter, Hecon® Base 10or legacy Minolta key counter to the main body.

Solution

Please see attached Bulletin Number 5563 for details.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0657222EN* **Solution Usage** 2

Description
Part number for the system control CF card.

Solution
System control CF card(p/n 57AE-9520).

Solution ID TAUS0657223EN* **Solution Usage** 3

Description
Part number for the image control CF card.

Solution
Image control CF card (p/n 57AA-9510).

Solution ID TAUS0657371EN* **Solution Usage** 4

Description
Citrix© compatibility.

Solution
Please refer to the attached Citrix© compatibility list for additional information.Some products not listed below arelisted in the document.It covers other MFPs and Controllers like the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920, the bizhub 600/750/360/420/500/162/180/210, IC-303 and IC-409.
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

IC-202
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

IC-203
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

IC-205
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used with the following restrictions:
1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

IC-302
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.
The following restrictions:
1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.
3. Print job access codes should not be used.

IC-402
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:
1. Custom Size setting is not available.
2.Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were thatMedia Mixed function is not available by network printer.

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IC-611
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:
1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:
The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:
1. The custom paper size setting is not available.
2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250
Tested withCitrix© Metaframe™.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6.No restrictions were found in testing.

Solution ID TAUS0657646EN* **Solution Usage** 2

Description

C-2201 is indicated.

Solution

CAUSE: An error of the EM (lock) signal is detected when a specified period of time elapses after the toner bottle motor (M13) is supposed to turn ON. The possible parts that are involved in this issue are the Toner Bottle Motor (p/n 57AA-80080), and the Printer Control Board (p/n 57AA-9020).

SOLUTION: Verify the operation of the Toner Bottle Motor (M13) by running the Load Check test, Code 1, Multi Code 0. If the bottle turns in this mode then the motor should be replaced because the EM (Lock) signal is not properly output. If the Motor fails to turn then the Printer Control Board (PRCB) should be replaced.

To enter the Load Check tests, perform the following:

1. 'Service Mode screen'-Press the [State Confirmation] key.
2. 'State Confirmation screen' -Press the [Load Check] key.
3. 'State Confirmation screen' -Enter the check code (1) and the multi code (0) with the sheet number setting button.
4. Press Start button. The load specified operates.
5. Press Stop button. The operation of the load is completed.
6. When conducting the output check of other loads or signals, repeat Steps 3 to 5.
7. Press the [OK] key. State Confirmation screen appears.

Solution ID TAUS0657704EN* **Solution Usage** 1

Description

Bates Stamping availability.

Solution

Bates Stamping is available with the firmware updateto version 20 or above.
In the Scan Mode, Bates Stamping via Annotation User Box is now available. Multiple Annotation User Boxes (up to 10) can be set up, each containing the appropriate information required for clients or accounts.
When a document is scanned, the respective Annotation User Box is selected. When the document is printed, it will contain the date, time, text, etc. outlined in the Annotation User Box.
The user can designate the format of the date and time, the density of the filing numbers, the text for primary and secondary fields and select the print position of the stamp elements.
Notes :
1.The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2.Firmware update not required for the bizhub 360 Bates Stamping function. Supported with release version of firmware.
3. The HDD option is also requiredto be able to store scanned jobs to boxwhichallows theBates Stamping function.

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Solution ID TAUS0658215EN* **Solution Usage** 2

Description

How to program the touchscreen display language.

Solution

To program the touchscreen display language, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [1 System Setting] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch the desired touchscreen display language [English], [French], [Spanish], or [Japanese].
6. Touch [OK] on the touchscreen.
7. Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0700142EN* **Solution Usage** 3

Description

J1105, J1205, J1305, or J1405 jam code at power up.

Solution

CAUSE: Paper feed sensor(s) ON while in idle.

SOLUTION: Check to see if paper is present in the paper take up of Tray 1 (J1105), Tray 2 (J1205), Tray 3 (J1305) or Tray 4 (J1405). Make sure the actuator for this sensor is not stuck in the UP position. Make sure the torsion spring is properly positioned on the sensor actuator. If the sensor is unblocked, replace PS01 - Tray1 (p/n 08AA-8551-0), PS07 - Tray 2 (p/n 08AA-8551-0), PS13 - Tray 3 (p/n 08AA-8551-0), or PS19 - Tray 4 (p/n 08AA-8551-0).

Solution ID TAUS0700215EN* **Solution Usage** 1

Description

The Users' Manual indicates that the Sleep Mode can be turned OFF, but does not show how.

Solution

To disable theSleep Mode perform the following:
1. Enter the Service Mode.
2. Select System 1.
3. Select No Sleep and press "Permit."
4. Exit the Service Mode.
5. Enter the Administrator Setting mode.
6. Select System Setting.
7. Select Power Save Setting.
8. Set the Sleep Mode Setting to "Off."

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0700396EN* **Solution Usage** 2

Description

PostScript printer PPD files for LINUX (CUPS) printing and for OpenOffice application.

Solution

There are PostScript printer PPD files that can be used in LINUX environments using CUPS (Common UNIX Printing System) and for OpenOffice (Word Processor application).The PPD files are available for download via the SSD support site;
1. Login in via www.mykonicaminolta.com .
2. Select the "Service"tab locatedat the top of the page.
3. Select the "SSD" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
6. Select Product Group, Product, File Type (Drivers) and OS (Linux).

Note : The latest print drivers are also available via the Konica Minolta Download Selector from theKMBS public site (http://www.kmbs.konicaminolta.us).

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

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Solution ID TAUS0700453EN* **Solution Usage** 671

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

bizhub C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM.If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hour glass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes.It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear.This can be found in the Tech Rep mode.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear.

If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/bizhub PRO C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a.
5. Abort code 0x00f00b00.
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in KM logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note: First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. C-E084 error code.
4. Cannot PING the copier.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

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bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203.

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01.

Ordering Procedures :
Call the SSD Hotline at 800-825-5664, to open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form. Fill out the RA Form.
IMPORTANT NOTE : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Updates/Status :
Call Logistics at 201-934-5339.
Notes :
a. Refer toattached Bulletin Number 5783 for more detail as well as theattached RA form.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenezand Ed Bellone, Production Print/SSD

Solution ID TAUS0700474EN* **Solution Usage** 1

Description
How to set up secure printing.

Solution
To set up secure printing, perform the following:
1. Open the document to print and select Print.
2. Select the properties button.
3. Change output method to secure print.
4. In the Secure Print Settings box enter Print ID and Password and select OK.
5. Select OK to close the Printer Properties window.
6. Select OK to print the job.
7. Select OK in the Secure Print Confirmation box.
8. At the machine, press the BOX button.
9. On the display panel, select the System User Box tab.
10. Select Secure Print User Box.
11. Enter the Print ID and press OK.
12. Enter the Password and press OK.
13. Highlight the job to be printed.
14. Select Print (at this point,settings can bechanged).
15.Press the Start buttonto print the job.

Solution ID TAUS0700686EN* **Solution Usage** 0

Description
Where is the system control CF card located?

Solution
The system control CF card is located on the back side of the system control board.

Solution ID TAUS0701054EN* **Solution Usage** 1

Description
C3503 code at start up. Unable to reset.

Solution
CAUSE: Failed Temp sensor/2.

SOLUTION:Replace Temp sensor/2 (p/n 57AE88040).

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Solution ID TAUS0701261EN* **Solution Usage** 16

Description

How to set up Scan to SMB in Microsoft® Windows Vista™.

Solution

Microsoft® Windows Vista™ has a Public Folder Sharing function to make the setup easier than the previous OSs. Follow the procedures below.
At the Workstation/PC :
1. Right-click on the Network icon on the desktop.
2. Select Properties.
3. In the Network and Sharing Center, and then under the Sharing and Discovery title, click on Public Folder Sharing.
4. Click on 'Turn on sharing so anyone with network access can open, change, and create files'.
5. Click Apply (Click Continue to the 'Windows needs your permission to Continue' message).
6. Create the folder and set to share. Click on the 'This Computer' icon in the Network and Sharing Center to display the available hard drives or local disk(s).

7.Double-click on the desired disk and create a new folder.
8.Right-click on the new folder and select 'Share…In the File Sharing' dialog box. Make sure the desired user(s) are displayed and/or added as needed. Set the permission level to Co-owner to allow writing rights.
9.Click on Share and then (Click 'Continue' to the 'Windows needs your permission to Continue' message).

At the engine (direct input) :
1. Press the Scan button on operation panel.
2. Touch Direct Input tab.
3. Touch Scan to SMB.
4. In the host name field enter theTCP/IP address of the target PC.
5. In the Destination Folder enter the shared folder name.
6. in the User ID field enter the valid workgroup or domain User Name.
7. In the Password field enter the user Password.
8. Press Start.
Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to http://www.microsoft.com/technet/network/evaluate/vista_fp.mspx
SPECIAL NOTE : Solution contribution by Jim Behrends, Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701520EN* **Solution Usage** 1

Description

How to change the default settings for the half fold.

Solution

To change the default settings for the half fold, perform the following:
1.Press Utility.
2. Select User Settings.
3. Select Copier Settings.
4. Select Auto Booklet ON When Fold and Staple and select OFF.
Note : This prevents the end user from having to turn off Booklet mode in Applications.

Solution ID TAUS0701604EN* **Solution Usage** 31

Description

NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
Notes :
1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0701618EN* **Solution Usage** 2

Description

PostScript printer driver for Microsoft® Windows Vista™.

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Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702059EN* **Solution Usage** 1

Description

Part numbers for finisher staple cartridges.

Solution

The part numbers for the finisher staple cartridges are as follows:
FINISHER PART NUMBER
FS-504 15JKP72100
FS-505 13TQK1020
FS-602 20AKK0011

Solution ID TAUS0702080EN* **Solution Usage** 1

Description

Can the TWAIN driver for scanning be utilized on a Microsoft® Windows 2003 Terminal Server?

Solution

TWAIN scanning cannot be performed in a Microsoft® Windows 2003 Terminal Server environment.

Solution ID TAUS0702348EN* **Solution Usage** 0

Description

HD503 is not recognized when installed.

Solution

CAUSE: Soft Switch 18, bit 7 is set enabled (ON).

SOLUTION: Change Soft Switch 18, bit 7 to disabled (OFF).

Solution ID TAUS0702578EN* **Solution Usage** 1

Description

FS-504/FS-602 ICP list.

Solution

Please review the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702787EN* **Solution Usage** 7

Description

Writing to the CF card.

Solution

On the bizhub 600/750 there are two CF cards. One is attached to the Image Processing Board and the other on the back of the System Control Board. On the Image Processing Board, the CF Card can be accessed from the right side of the copier by removing the upper access panel, while the CF Card on the System Control board can only be accessed by removing the Image Processing Board and the System Control Board from the back side of the MFP.
Note : The top board is the Image Processing Board, while the lower Board is the System Control Board.
There are 2 base system files that can be downloaded and unzipped to a folder. Once the files are copied to a folder (an individual folder for the Image and

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for the System board is recommended) put the CF cards into a card reader. Erase the files on the card and copy the new files to the card.
CAUTION : DO NOT FORMAT THE CF CARD . These cards are formatted in VxWorks® format.
A laptop running Microsoft® Windows will format them in the FAT format and render them unusable.
Reinstall the boards and then power up the MFP. Since the Image Processing Board contains some of the data files the Image Processing adjustments will need to be redone, just like it was a new machine. If using new boards a firmware update is required.
Notes :
1. Take soft switch 32-1 and change it from 1 to 0. This will allow the MFP to read all the files on the USB drive.
2. The printer control files are model-specific. Files with a 57AA belong to the bizhub 750 while files beginning in a 57BA belong to the bizhub 600. The main thing to remember here is the Alpha characters AA and BA. If flashing it with the wrong file, a C-C111 code will be generated and the MFP will need to be re-flashed.
3. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution provided by Marty Joyce - Copygraphix in Tucson, AZ

Solution ID TAUS0702838EN* **Solution Usage** 5

Description

How to create a device printer on an AS/400® system using SCS over LAN.

Solution

To Create a Device Description on AS/400® to print to KMBS printers perform the following:
1. From the Main Menu under Selection or Command, type: CRTDEVPRT <enter>.
2. Change the following to set up the printer (those settings not changed, keep at default):
a. Device Description - (name the printer i.e., KMPrinter)
b. Device Class - *LAN
c. Device Type - 3812
d. Device Model - 1
e. LAN Attach - *IP
f. Port number 9100
g. Font Identifier - 011
h. Form Feed - * Autocut
i. Manufacturer - *HP5si
j. Paper Source (both) - *letter
k. Address - (TCP/IP address of the NIC)
l. User Define Option - *IBMSHRCNN
m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.
Note :Vary ON the device to allow attachment.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0702873EN* **Solution Usage** 3

Description

C-2302 code at power up.

Solution

PROBABLE CAUSES:
1. The scanner cooling fan (FM9) has failed.
Replace the scanner cooling fan (p/n 56AA80550).

2. The Cleaner Cooling Fan (FM5) has failed.
Replace the Cleaner Cooling Fan(p/n 56QA80560).

Solution ID TAUS0703092EN* **Solution Usage** 7

Description

eCopy™ compatible machine models, firmware and TWAIN drivers list.

Solution

Please refer to attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Notes :

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1. The latest version firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0703157EN* **Solution Usage** 1

Description

How to change the fax header to the default fax header when user authentication is enabled; not the login user name.

Solution

The sender's name must be changed:
1. Press the Fax button and select Scan Setting.
2. Touch Header Setting.
3. Under Change Sender Name, press Change and select the "default name" from the list, and press OK three times to exit the mode.
Note : The correct header will now show when faxing.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0703230EN* **Solution Usage** 1

Description

How to make Mixed Original as a default at auto reset and power ON.

Solution

To make Mixed Original as a default at auto reset and power ON:
1. Select the application or special tabs to combine with mixed originals.
2. Go back to basic screen.
3. Push Mode Memory button.
4. Touch Program registration.
5. Namethe one-touch "mixed org".
6. Touch the one-touch that was just created.
7.Touch Check Job.
8. Verify the selectionsrequired are there and,ifso,touch Job End and OK.
9. Now Do Utility/counter.
10. Touch #2 User Settings.
11. Touch #3 Initial Setting.
12. Touch Current Setting and OK.
13. Press Close twice.
14. TurnOFF main Power for 5 seconds. Nowthe machine will default to this one-touch for Mixed Original at powerON and when Reset is pressed.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0703268EN* **Solution Usage** 4

Description

ISW error codes list.

Solution

ISWERROR CODES

Error Code

Description

Action

01

There is an error in the command to ISW processing unit.

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Program is not executing normally. Restart from power ON and re-execute the ISW.

1F

A program error is detected.

Program is not executing normally. Restart from power ON and re-execute the ISW.

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

Check that the communication cable between input devices (PC or ISW Tool) is properly connected.

C1

Failed to erase flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

C2

Failed to write flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

Error Code

Description

Action

C3

ROM checksum error. (during ISW to image control board)

The checksum result after program writing does not match the ROM checksum data of the ISW transfer data file. Restart from ISW. If the error persists, the

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ISW transfer data file may not be created correctly.

C4

Output device error such as output timeout

An error was detected in the ISW board targeted at that time. Check the ISW board.

E1

Failed to erase flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E2

Failed to write flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E3

Communication error between image control board, printer control board, and FNS control board (during ISW to printer control board and FNS control board)

Check the I/F between the image control board and printer control board, or I/F between the printer control board and FNS control board.

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

ISW data error

Perform ISW data install

F80-32

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ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install
Note : Please refer to attached Error Codes list. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703269EN* **Solution Usage** 1

Description
How to set up User Authentication using Active Directory from theMFP and using the driver.

Solution
From theMFP Side:
1. Administrator setting 1,2,3,4,5,6,7,8.
2. System setting.
3. Date/Time setting (also enter correct Time Zone). Use the same time as the server.
EST-Time Zone UTC - 05:00
CST-Time Zone UTC - 06:00
MST-Time Zone UTC - 07:00
PST-Time Zone UTC - 08:00
4. Administrator Setting 1,2,3,4,5,6,7,8.
5. Network setting.
6. TCP/IP settings.
7. FWD to page 3.
8. DNS settings (enter Priority and substitute DNS TCP/IP addresses).
9. Administrator setting.
10. Network settings.
11. Detail settings.
12. Time Adjust settings (NTP Settings - ON, enter TCP/IP address of server).
13. Administrator Mode (1,2,3,4,5,6,7,8).
14. User Authentication/Account track.
15. General settings.
16. ON (External Server).
17. Select Active Directory.
18. Enter the Domain Name.
19. Press Registration.
20. Press OK, OK.
21. Enable Account Track.
22. Choose Account Track Input Method.
23. Choose Account Name & Password.
24. Press OK.

From the computer:
1. Go into the Printers folder or Printers and Faxes.
2. Right-click onthe printer.
3. Select Properties.
4. Select the Option or Configure Tab(may not be available on some models).
5. Make sure that User Authentication is set to ON [Device] (may not be available on some models).
6. Openthe application.
7. Select File.
8. Select Print.
9. Choosethe printer.
10. Select Properties.
11. Select the Setup tab.
12. Choose User Authentication/Account Track.
13. Enable User Authentication.

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14. Select Recipient User.
15. Enter the User Login Name and Password (the ones used to login to the Domain).
16. Select OK, OK, OK.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703462EN* **Solution Usage** 0

Description

How to enable/disable ADF auto skew adjustment.

Solution

To enable/disable ADF auto skew adjustment, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [System 2] on the touchscreen.
5. Touch [DipSW Setting] on the touchscreen.
6. Touch [SW No.] on the touchscreen.
7. Repeatedly, touch [+] or [-] on the touchscreen until 4 is displayed as the switch number.
8. Touch [Bit No] on the touchscreen.
9. Repeatedly, touch [+] or [-] on the touchscreen until 0 is displayed as the bit number.
10. Touch [OFF (0)] or [ON (1)] as desired by the customer.
11. Touch [Set] on the touchscreen.
12. Touch [OK] on the touchscreen.
13. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0703682EN* **Solution Usage** 2

Description

eCopy™ ShareScan OP step-by-step installation instructions.

Solution

Please refer to attached install documentation for the step-by-step procedure and theeCopy™ compatible machine models, firmware and TWAIN drivers list.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800104EN* **Solution Usage** 21

Description

VoIP TX/RXsolutions.

Solution

More and more customers changing their PBX systems from analog or ISDN to VoIP-based PBX systems.
Note : A digital-to-analog converter can be usedand will work, but Konica MInolta will not provide any support if there arephone/fax issues.

Due to the general incompatibility of fax and VoIP,certain settings may not work. The problem is not caused by the Fax Unit, butis caused by:

the general design of VoIP using TCP/IP Packets
VoIP PBX systems
the general specification of VoIP and it's
* Codecs
* Coding an decoding timings
* Fax fixed timings
* LAN Packet losses
* Quality of Services
* ITU/RFC Specification implementation
* Bugs
* Interpretation of technical terms within the specifications of the ITU-T and RFC documents.
VoIP is still not supported offically by Konica Minolta, but may work in some instances.
Performing these suggested settings may solve the problem.Follow the operation made step-by-step:

From Service Mode

==> FAX Settings
==> Communication
==> Protocolset "ON" the "V.29 EP Tone" Protocol
and set "OFF" all other faster protocolls.

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From Service Mode

==> FAX Settings
==> Communication
==> Others we have set "OFF" the "ECM Function"
From Service Mode

==> FAX Settings
==> Function Parameter
==> Address "0e0012 = 01111000
(Hex 78 = 120 sec)
(T1 Timer for Calling)
From Service Mode

==> FAX Settings
==> Function Parameter
==> Address "0e0013 = 01111000
(Hex 78 = 120 sec).
(T1 Timer for Called)
From Service Mode

==> System 2
==> Software Switch
==> SoftSwitch 21 Bit5=1
00100000
(HEX 20 = over 4.5 sec)
(T4 Waiting time between start Identification)
Notes:
a. Before performing the above mentioned settings it is recommended to upgrade the firmware to the latest version and to check if the FK-502 will have the latest available version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
b.Expect more communication problems than on anISDN or analog line (approximately 15% more).

Workaround :
If the aforementioned settingsdo not showan acceptable result,offer as alternative:

Unimessage Pro Fax Server Solution where Scan to E-mail with auto prefix-suffix setting is used (depending on the machine Series - prefix-suffix will be added automatically or can be selected manually).

RightFax Server with "Setup Utility for RightFax" using OpenAPI.
SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD.

Solution ID TAUS0800335EN* **Solution Usage** 1

Description

When the engine runs out of paper and is not addressed it will cause the writer on the AS/400® to stop.

Solution

CAUSE: The writer on the AS/400® times outafter 170 seconds (by default)when MFP runs out of paper.

SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.
1.Pick one of the devices and end the writer and vary the device off.
2.Select the option that will allow you to 'Change Device Desc'.
3.On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.
4.Page down twice and look for the 'User-defined options' parameter it should read '*IBMSHRCNN'; under thisadd ERRMSGINFO.
5.Start the writer and vary the device on and test.These changes must be done for the other device on the AS/400®.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800400EN* **Solution Usage** 0

Description

Preventing the write from crashing on the AS/400®.

Solution

In order to prevent the write from crashing on the AS/400® read the following IBM bulletin.

Timeout Settings in the Operating System Printer Device Description

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.
The recommended setting for Inactivity timer should be set at some value other than *NOMAX so that the connection will be closed during periods of no

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activity. Even if not sharing on the network, *NOMAX can cause problems with the writer connection.
The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.
Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to *INQ , then the intervention will require an operator input to retry or to cancel the writer.
(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).
If the Printer Error Message parameter was set to *INFO , then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.
Please set the Printer Error Message to *INFO and the User Defined options to ERRMSGINFO.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800444EN* **Solution Usage** 1

Description

Is the hard drive drive (HD-503) required for faxing?

Solution

The hard disk drive(HD-503/Item#15NL)is not required for faxing.
Note : The HD-503 is only required for faxing if the Fax Memory RX function is used.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800508EN* **Solution Usage** 2

Description

Where to find paper recommendations for specific models.

Solution

Please refer to the attachedMedia Guide for the products listed. It can also be found on the MyKonicaMinolta.com web site by following the procedure below:
1. Log into the MyKonicaMinolta.com web site.
2. Click on "Products."
3. Click on "Supported Models Library."
4. Select "Office Systems" in the pull down menu for Category and select the appropriate product.
5. Click on the link for "Support Materials" and scroll to the link for the Media Guide Office Workgroup Products.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800606EN* **Solution Usage** 1

Description

Special pop-up drivers for Secure Print and User Authentication/Account track settings screen.

Solution

Special bizhub 750/600_IC-202 and bizhub PRO 920_IC-203 pop-up PCL drivers are available that allow the Secure Print dialog window to pop-up when printing (bizhub 750/600 PCL version 03.00.00.17 for 32-bit Microsoft® Windows 2000/XP/Server 2003 andbizhub PRO 920 PCL version 02.00.0.06 for 32-bit Microsoft® Windows 2000/XP/Server 2003).
To enable the Secure Print pop-up feature; Select [Printer Properties] => [Printing Preferences] => [Output Method] => Secure Print. In the Secure Print settings window, input some data (single character is OK) into the Secure Print ID field. Select [OK] => then [Apply] to save setting.
Notes :
1. The data input into the Secure Print ID will not be listed in the Secure Print ID field when the Secure Print dialog box pops-up when printing. Please input the desired Secure Print ID and Password when Secure Print pops-up for printing.
2. These special drivers (as well as Microsoft® Windows 2000/XP/Server 2003 32-bit/64-bit PS(V) drivers) also allow pop-up functionality for Account Track and User Authentication.
3. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
4.Please see attached documenation for more information. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0800668EN* **Solution Usage** 3

Description

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FS-504/FS-602/FS-604, Paper Exit Sensor wiring breaks.

Solution

CAUSE: FNS WIRING/1 (CN125) in the paper exit sensor section breakage due to excessive length.

SOLUTION: The length of FNS WIRING/1 has been shortenedfrom 85mm to 20mm and is usedin conjunction with the CN125 WIRING extension. Wheninstalling themodified WIRING/1 harness (p/n 15JK90011E), theCN125 WIRING extension (p/n 15JKN12500) must be installed at the same time.See attached Parts Modification document for details.To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800941EN* **Solution Usage** 1

Description

T82, R76 and R00 using the FK-502

Solution

CAUSE: ECM isenabled orthe customeris using a DSL line and thereare no filters attached to the MFP.

SOLUTION: To correct:
1. Go into Service Mode, Fax Settings, and Communications toturn off - ECM.
2. Verify if the customer is using DSL.
3. DSL filters need to be installed.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800962EN* **Solution Usage** 6

Description

SERVER CONNECT ERROR message and unable to scan to E-mail viaMicrosoft® Exchange Server 2007.

Solution

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have theserver Administrator add an exception for the printer to the Exchange exceptions list.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801011EN* **Solution Usage** 0

Description

How to program the NIC network speed.

Solution

To program the NIC network speed, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Input the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [5 Network Setting] on the touchscreen.
6. Touch [0 Detail Setting] on the touchscreen.
7. Touch [1 Device Setting] on the touchscreen.
8. Touch [Auto], [10 Mbps Half Duplex], [100 Mbps Half Duplex], [10 Mbps Full Duplex], or [100 Mbps Full Duplex] on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0801227EN* **Solution Usage** 14

Description

NVRAM replacement.

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Solution

For NVRAM replacement, please follow these instructions:
CAUTION : Once a NVRAM is installed in an MFP and the MFP is powered up, the NVRAM is no longer useful for any other MFP. As a general rule, swapping a NVRAM between different MFPs is not allowed. NEVER replace a NVRAM from a different model or from any model with a different firmware version.

bizhub C650/C550/C451/C353/C253/C203
To replace a NVRAM;
1. Install new NVRAM in the MFP.
2. Power ON the MFP.
Note : When installing new NVRAM and turning on MFP first time, NVRAM is initialized according to the model/firmware version of the MFP in which the NVRAM is installed. While initializing, a hourglass screen is displayed for about 90 seconds. Do not power OFF the MFP while the hourglass screen is indicated.
3.Make following setting correctly in Service Mode.

System1 => Marketing Area
System2 => HDD
System2 => Option Board Status
System2 => Image Controller Setting
System2 => Software Switch Setting (required for bizhub product only)
* Switch Numbe 10
* Hex Assignment: 02
4.Power OFF/ON the MFP.
5.Do the setup procedure instructed in the Installation Manual.
Please refer to attached documentation for details.

7145/Di451
Please refer to attached documentation fordetails.

bizhub 500/420/360
Please refer to attached documentation fordetails.

7165/7155/Di650/Di551
Please refer to attached documentation fordetails.

7272/7255/Di7210/Di5510
Please refer to attached documentation fordetails.

bizhub 750/600
Please refer to attached documentation fordetails.
Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0801272EN* **Solution Usage** 3

Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
The availability of these options for Unix/Linux environments is being considered for future development.
Please attachticket to this solution and provide the following information;
1. Product model number(s).
2. Now many products placed or being considered for placement.
3.What "flavor" and version of Unix/Linux operating system.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0801324EN* **Solution Usage** 5

Description

Supporting bizhub vCare.

Solution

Initial setup documents for vCare support are attached. The attacheddocuments were sent to all the BSCs. This information is for the BSCs only. It does not apply to dealers.
Notes :
1. Please be aware that the bizhub C203/C253/C353/C451/C550/C650 support one-way communication.

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2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0801969EN* **Solution Usage** 1

Description
Part number for the memory on the SCB (System Control Board).

Solution
Memory on the SCB (p/n 56UA89080).
Note :There are two (2) 256MB DIMMs installed on the SCB (System Control Board) for a total of 256MB memory standard and there is no optional memory.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0807951EN* **Solution Usage** 1

Description
How to get the number of the fax line when it is not published.

Solution
CAUSE: No cover Sheet with number or the id on machine is the name of the customer without a number.

SOLUTION: Technician can dial 1 800 444 4444, this number will provided a greeting and state the number you are calling from.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0808069EN* **Solution Usage** 1

Description
What is SRA sized paper?

Solution
SRA is the abbreviation of Supplementary Raw Format A. It is slightly larger than standard "A" size paper. SRA paper is typically used in printing where a bleed to the edge of the page is required, similar to printing 11x17 with bleeds on 12x18.
Common SRA paper measurments in millimeters:
SRA0 = 900x1280
SRA1 = 640x900
SRA2 = 450x640
SRA3 = 320x450
SRA4 = 225x320

Solution ID TAUS0808520EN* **Solution Usage** 1

Description
Compatibility for Captaris® RightFax®.

Solution
Konica Minolta includes RightFax® compatibility as a standard feature of the MFP firmware of the supported workgroup MFPs, as well as a built-in setup utility within the MFP PageScope Web Connection.
Konica Minolta also offers the downloadable Setup Utility for RightFax®, which provides another means of configuring the MFPs to communicate with RightFax®. All that is required is the purchase of one Konica Minolta Connector for Captaris® RightFax® for each MFP, where RightFax® functionality is needed. Please see attached Marketing Bulletin #08-GB-032 and Guide to the Konica Minolta Connector for Captaris® RightFax® for details. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® document are "live".

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Solution ID TAUS0808521EN* **Solution Usage** 0

Description
Captaris® RightFax® documentation.

Solution
Please see attached Captaris® RightFax® documentation for reference.

Guide to the Konica Minolta Extension for Captaris® RightFax®
Guide to the Konica Minolta Connector for Captaris® RightFax®
Setup Utility for Captaris® RightFax® - User's Guide
Operations for Captaris® RightFax® - User's Guide
Notes :
1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. The links in the Guide to the Konica MinoltaConnector for Captaris® RightFax® and Guide to the Konica Minolta Extension for Captaris® RightFax® documents are "live".

Solution ID TAUS0648965EN* **Solution Usage** 16

Description
How to enable an external key counter or card device.

Solution
To enable an external key counter or card device, perform the following:
1. Enter the Service mode.
2. Press [STOP], [9] on the operation panel to enter the Security mode.
3. On the Billing setting screen press [Management Function Choice].
4. Choose [Key Counter] to enable the plug-in key counter.
5. Press [Message] and select [Type1], [Type2], or [Type3] to determine which prompt appears on the operation panel.
6. Press [END].
7. Press [Exit].
Notes:
a.Please see the attached documentation for full procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
b. There is a new adapter that allows external key counters to be connected to themodified connector on the bizhub 600/601/750/751.
The new key counter adapter (p/n 1206K0010) is available and can be ordered from Parts.
c. Konica Minolta is changing the key counter receptacle to the style that is presently on the bizhub 600/601/750/751. All applicable vendors have been notified of this change.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801706EN* **Solution Usage** 6

Description
Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the Ticket is escalated toESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0701643EN* **Solution Usage** 4

Description
New firmware release for support of eCopy™.

Solution
New firmware has been released for support of eCopy™ functions.
bizhub 360/420/500 and IC-204
Firmware level is Version 31-UL (Base Version: C 31)
bizhub 600/750 and IC-202

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Firmware level is 57AA-1000-GUJ-30-000, Version 30-UJ.
Notes :
1. Please usethe firmwareat the same time as Konica Minolta TWAIN Driver for eCopy™ (NoGUI), Version 2.0.11d.
2.The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0648443EN* **Solution Usage** 3

Description
How to remove print drivers from Macintosh® OS X, 10.2x, 10.3x, 10.4x, 10.5x.

Solution
Follow the How to remove Macintosh OS X drivers instructions to correctly remove driver files prior to installing a new or updated version of the driver. This is highly recommended to avoid driver conflict.
Completely deleting\removing the PPD plug-ins for the loading of the driver will NOT overwrite the previous versions.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ASG/SSD and Freddie Burnham, Production Print/SSD

Solution ID TAUS0654793EN* **Solution Usage** 3

Description
Damaged NVRAM BRU.

Solution
CAUSE: A failed NVRAM.

SOLUTION: To receive a replacement NVRAM, please go on line and file a claim under warranty for replacement NVRAM.
Note : The replacement NVRAM will not have the machine total count programmed. Since there is no procedure for programming the total count, the mechanical counter will have to be used to get the actual total count.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0801813EN* **Solution Usage** 3

Description
How to convert a TIFF into a PDF when fax forwarding.

Solution
Solution:
To convert a TIFF into a PDF when fax forwarding, perform the following steps:
1. Press the Fax key.
2. Press Scan Settings.
3. Press File Type and select PDF.
4. Press the Copy button.
5. Press Utility.
6. Press Copier settings
7.Press Default settings.
8. Press Current.

Solution ID TAUS0603169EN* **Solution Usage** 2

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Description

Can NCR PAPER® be used as copy paper?

Solution

NCRPAPER® has only been approved for use in the bizhub PRO C500/920/1050.
Konica Minoltarecommends an NCR PAPER® named Xero/Form® II fromAppleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.
Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0649651EN* **Solution Usage** 2

Description

How to perform Data Capture.

Solution

This function acquires the print job data for fault analysis when there are printing problems. Please refer to the IC-202 section of the bizhub 600/750 Field Service Manual.
Note : To view the above PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0651550EN* **Solution Usage** 2

Description

Konica Minolta Security White Paper.

Solution

See Security White Paper for details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0656733EN* **Solution Usage** 2

Description

Where is the touch panel adjustment located?

Solution

To access to touch screen adjustment, perform the following:
1. Select the Accessibility button.
2. Select #5 Touch Panel Adj.

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0647125EN* **Solution Usage** 1

Description

Printer driver support for Microsoft® Windows 64-bit operating system.

Solution

The latest 64-bit printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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Solution ID TAUS0652351EN* **Solution Usage** 1

Description
How to program the copy auto reset timer.

Solution
To program the copy auto reset timer, perform the following:
1. Press the [Utility/Counter] key on the operation panel.
2. Touch 2 [Administrator Setting] on the touchscreen and enter the password.
3. Touch 1 [System Setting] on the touchscreen.
4. Touch 4 [Reset Setting] on the touchscreen.
5. Touch 2 [Auto Reset] on the touchscreen.
6. Touch [Input] on the touchscreen.
7. Press the [C] key on the operation panel.
8. Use the numeric keypad to input the desired reset time from 1 to 9 minutes.
9. Touch [OK] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Touch [Close] on the touchscreen.
12. Touch [Close] on the touchscreen.
13. Touch [Close] on the touchscreen to return to the normal screen.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0654864EN* **Solution Usage** 1

Description
How to stop print jobs from interrupting copy jobs.

Solution
To stop print jobs from printing while copying, perform the following:
1. Press Utility.
2. Select Administrator Setting.
3. Select Copier Setting.
4. Scroll to page 2 of Copier Setting.
5. Select Print Job During Copy Operation.
6. Select Receive Only.

Solution ID TAUS0702445EN* **Solution Usage** 1

Description
How to set up FTP Publishing Services on a Microsoft® Vista™ workstation.

Solution
Please follow the step-by-step procedures as shown in the attacheddocument.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703460EN* **Solution Usage** 1

Description
Request for a version of the PageScope Driver Packaging Utility to be created to support B&W MFPs, specifically for the bizhub 600/750.

Solution
The PageScope DPU will not be supported for the bizhub 600/750. However,successor modelsof the bizhub 660/750 will be supported anda target date for release is Spring of 2008.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0808178EN* **Solution Usage** 1

Description
How to forward faxes to different destinations for each line with multi-line fax option.

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Solution

Due to design constraints, it is not possible to forward received faxes to different destination. Both lines will forward received fax to same forwarding destination. However, on a limited basis, it is possible to set up fax forwarding to different destinations based on TSI routing. Please refer to the User manual for the model in question.

SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE and Ian Lynch, Production Print/SSD

Solution ID TAUS0629386EN* **Solution Usage** 0

Description

ISO 15408 certification information.

Solution

TheMFPsare certified ISO 15408. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper.

1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria

Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0649752EN* **Solution Usage** 0

Description

Installation of Z-fold unit on the main body is difficult.

Solution

CAUSE: The height of the pin of the main installation stay and the groove on the Z-fold Unit are not even.

SOLUTION: Install ZU-601/ZU-602 in the main body while lifting it upward by grasping the stay as shown in the picture. Refer to the attached document for a close-up view. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0649755EN* **Solution Usage** 0

Description

Front door of Z-fold Unit and Finisher does not shut properly (magnet attachment does not hold).

Solution

CAUSE: Position of magnet catch and magnet hold plate are not adjusted correctly.

SOLUTION: Order two magnet hold plates (p/n 300011191). Install one additional plate to the position where the one plate is currently installed. Order four flat washers (p/n 00Z61040). Insert two washers for each screw and fix them on the backside of the actuator with screws.Please refer to attached document for location. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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http://www.adobe.com/products/acrobat/readstep2.html .
Note : Two magnet hold plates and a new actuator have been enclosed for newer ZU-601/ZU-602. Length from the bending part has been elongated for the new actuator. Therefore insertion of flat washer is not necessary. Serial number cut in of the modified units: 15KW00203/15KV00501/15KT00001 .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0650471EN* **Solution Usage** 0

Description
How to change scan file name for Scan-to-Box from the operation panel.

Solution
To change the scan file name for entries from Address Book, perform the following procedure:
1. Press [Scan] button.
2. Press [Direct Input].
Note: The default scan settings are used then skip steps 3 and 4.
3. Press [Scan Setting] to change scanner setting.
4. Press [OK].
5. Press [Save in User Box] button on the operation panel.
7. Press [Document Name] button.
8. Enter new file name.
9. Press [OK].
10. Select User Box.
11. Press [Start] to scan the document.

Solution ID TAUS0651220EN* **Solution Usage** 0

Description
How to reset the NIC to factory defaults.

Solution
To reset the NIC to factory defaults, perform the following:
1. Browse to the NIC and enter ADMIN mode.
2. Select Maintenance.
3. Select Network Setting Clear and select OK.
4. Power OFF and ON the machine and reenter all the NIC information.

Solution ID TAUS0653863EN* **Solution Usage** 0

Description
How to disable the Protocol Trace list printed after each Fax transmission.

Solution
To disable the Protocol Trace List from printing after each Fax transmission, perform the following:
1. Press the Utility Key, Details, S00, S01 to enter the Tech Rep Mode.
2. Press the Fax Icon.
3. Press List Output.
4. Press Protocol Trace Auto Output.
5. Make the desired selection, ALWAYS, ERROR or OFF.

Solution ID TAUS0654773EN* **Solution Usage** 0

Description
Why are Counter Reader settingsnot being updated?

Solution
Wait until the time specified in order to receive the Counter information. If the Net Care Serveris shutOFF or not on the network at the set time of Data Acquisition, Counter Reader data will not be updated. The update will only occur at the set time. If the Net Care PC is not on the network or turnedOFF at the specified time an update will not automaticaly occur the next time the Netcare Serveris available on the network.
SelectCounter Reader=> Server Setttings => Time of Acquistion; the time is set by Military Time. The time can only be set hourly.

Solution ID TAUS0603556EN* **Solution Usage**

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Description

Power consumption data.

Solution

To view power consumption data for warm-up, standby, and running modes, see the attachment.
Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0657522EN* **Solution Usage**

Description

Even if Z-folding original setting is selected as the initial setting, when copy is madeoff theplaten glass, Z-folding setting is not released automatically.

Solution

CAUSE: Firmware update required.

SOLUTION: A firmware revision has added new functionality to the copier. By setting the DIPSW settings, it is possible to have the Z-fold function released automatically when copies are made off of the platen glass. The function is available by setting following dipswitch:
< Z-Folding original function release setting >
Dipswitch 21-7=0: Not release the Z-folding mode
1: Release automatically
Note: Please upgrade the bizhub 600 or bizhub 750 to MFP firmware version17 or above. Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.
bizhub 600 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=876
bizhub 750 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=877

Solution ID TAUS0657628EN* **Solution Usage**

Description

J5101 during the operation of the copier.

Solution

CAUSE: The front door 'Left' or 'Right' is opened while in printing, so the open/close sensor 1 (PS38) or the open/close sensor 2 (PS39) turns OFF.

SOLUTION: Make sure the front doors of the copier close properly. If they do, replace the open/close sensor 1and the open/close sensor 2 (each sensor p/n 08AA-85510).

Solution ID TAUS0657663EN* **Solution Usage**

Description

When printing a PDF, the job stops in the middle and never completes.

Solution

CAUSE: Due to a bug in the firmware of the bizhub 600 and bizhub 750, it is possible when printing a specific PDF file from the PCL driver that the printing stops in the middle of completion. When the PDF file is previewed in Adobe Acrobat or Adobe Acrobat Reader the document is complete and appears to have no errors when a document check is performed.

SOLUTION: Please update the firmwareto version 17 or above. The latest firmware for the bizhub 600 and bizhub 750 can be obtained from the Konica MinoltaDownload Selector.

Solution ID TAUS0658156EN* **Solution Usage**

Description

Can envelopes used as a paper source in the bizhub 600/750/920?

Solution

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Envelopesare not a specified paper media for these models.

Solution ID TAUS0658226EN* **Solution Usage**

Description
Is "Copy" available as a Built-in Stamp or as a Watermark?

Solution
Copy has been added as a Built-in Stamp and Watermarkwith the release ofversion 25 firmware. The "Copy" watermark isalso availablethrough the printer driver.
Note : Prior to upgrading to version 25 Phase 2.0 (version 20) must be installed on the machine. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0700899EN* **Solution Usage**

Description
How many Account Track codes can be used?

Solution
A total of 1000 Account Track codes can be used.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0700905EN* **Solution Usage**

Description
How to disable the power saver mode for the weekly timer.

Solution
To disable the power saver mode for the weekly timer, perform the following:
1. Press Utility button.
2. Select Administrator Setting and enter passcode.
3. Select System Settings.
4. Select Weekly Timer Settings.
5. Select Select Time for Power Save
6. Select OFF.

Solution ID TAUS0701085EN* **Solution Usage**

Description
ZU-602, how many sheets can be Z-folded and stapled together?

Solution
Under product specifications (page3 of the ZU-601/602 Service Manual) states that the maximum number of sheets that can be Z-folded and stapled is five (5).

Solution ID TAUS0701095EN* **Solution Usage**

Description
How to select the Copy Operating Screen to ON.

Solution
Tochange the Copy Operating Screen selection to ON, perform the following:
1. Press Utility.
2. Select User Setting.
3. Select Display Setting.
4. Select Copy Screen and turn it ON.

Solution ID TAUS0701136GE* **Solution Usage**

Description
Are Citrix© certified drivers available?

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Solution

Citrix© certified drivers are not available.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701310EN* **Solution Usage**

Description

Copier pauses in the middle of large jobs.

Solution

CAUSE: The 'cleaner' for the charge wireis operating. Depending on the environmental condition, the cleaning of the charge and theT/S corona is initiated. The charge cleaning cycle varies with the number of prints set viaDIPSW 2-4 and 2-5.

SOLUTION:Change the software switch settings.
DIPSW2-4, 2-5 CLEANING INTERVAL (copies)
0, 0 5000
1, 0 10,000
0, 1 20,000
1, 1 30,000
Note : Changing these settings can cause copy quality issues, especiallywith large jobs.

Solution ID TAUS0701656EN* **Solution Usage**

Description

What is the maximum size copy that can be made? Will the machine copy 12x18 size paper?

Solution

The maximum copy size is 11x17. These model machines will not copy 12x18 size paper.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0701823EN* **Solution Usage**

Description

ZU-602, how to flash the finisher.

Solution

To flash the finisher, perform the following:
1. Turn the Sub and Main power switches OFF on the main body, and unplug the power cord. 2. Unplug the ZU-602 power cord from the outlet and from the ZU-602.
3. Remove the back cover of the ZU-602.
4. Remove the Finisher I/F loopback connector from the wire harness located on the control board.
5. Remove the CN6 (blue) connector on the left side of the board.
6. Connect the Finisher I/F loopback connector to CN6.
7. Plug in the power cords of the main body and the ZU-602. Turn ON the main and sub power switches to run ISW of the Finisher.
8. After ISW runs, turn the sub and main power switches OFF, then replace the Finisher I/F loopback connector to the previous position.
9. Connect the connector to CN6 (blue) on the control board.
10. Install the back cover of the ZU-602.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0702361EN* **Solution Usage**

Description

Where to findmanuals and other product documentation.

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Solution

Most documentation (manuals, etc.) can be downloaded from the MyKonicaMinolta.com Supported Models Library or from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab.

Solution ID TAUS0702379EN* **Solution Usage**

Description

Using the ZU-602, why, when trying to Z-fold 8.5x14 paper, is the paper is only folded once?

Solution

This is proper operation for tri-folding8.5x14 paper. Please review the attached document from the ZU-601/ZU-602 Service Manual.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702577EN* **Solution Usage**

Description

ICP List.

Solution

Please review the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702770EN* **Solution Usage**

Description

How to disable the charge and transfer/separation cleaning functions.

Solution

To disable the charge cleaning and transfer/separation cleaning functions, perform the following:
1. Enter the service mode and select System 2.
2. Select DipSW setting.
3.Change soft switch 3-3 to ON to disable the Charger cleaning function.
4. Change soft switch 3-4 to ON to disable theT/S charger cleaning function.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0702779EN* **Solution Usage**

Description

After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution

CAUSE: Incorrect procedure.

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SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0702889EN* **Solution Usage**

Description

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703062EN* **Solution Usage**

Description

Can the RC-501 be installed?

Solution

The RC-501 can only be installed on the bizhub PRO 920/PRO 1050 series machines. The bizhub 600/750 do not support the RC-501.

Solution ID TAUS0703181EN* **Solution Usage**

Description

Is the HD-503 needed when carrying out Fax Memory RX?

Solution

The HD-503 (Item#15NL) is necessary for the Fax Memory RX function to work on the machine.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0703209EN* **Solution Usage**

Description

C-6301 code at start up.

Solution

CAUSE: The Scanner cooling fan (FM9) has failed.

SOLUTION: Replace the Scanner cooling fan(p/n 56AA80550).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703363EN* **Solution Usage**

Description

Can PageScope Data Administrator export user boxes to another unit?

Solution

PageScope Data Administrator cannot export user boxes to another unit.
Note : At this present time, there is no application or utility, except for the HDD Backup utility, which takes hours to complete the backup.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID TAUS0703647EN* **Solution Usage**

Description

How to have the output from Tray 1 rather thanfrom the bypass when printing from UNIX via ASCII dump.

Solution

To set the output tray to Paper Tray 1,perform the following:
1. Select the Utility/Counter key.
2. Select User Settings and then Printer Settings.
3. Select Paper Setting and then Paper Tray.
4. Change setting from Auto to Tray 1.

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5. Be sure to restart theMFP for this setting to take effect.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0703650EN* **Solution Usage**

Description

Howto have the output duplexed whenprinting from UNIX via ASCII dump;all outputdouble-sided if possible.

Solution

To set the output tray to Paper Tray 1,perform the following:
1. Select the Utility/Counter key.
2. Select User Settings and then Printer Settings.
3. Select Paper Setting and then 2-Sided Print.
4. Change from OFF to ON.
5. Be sure to restart theMFP for this setting to take effect.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800109EN* **Solution Usage**

Description

To print Booklets, how to clear PostScript (V) version 3.1 to default settings.

Solution

To print Booklets:
1. Right-click on driver and select Propertiesthen select Setup tab. Paper should be 8.5x11(PDF should be displaying 8.5x11, not 11x17). Print paper should be Same as Original.
2. Go down to Binding andselect Left Binding below which should be Booklet. Select it.
3. Select Special Functions. CheckFold and drop down to Center Staple and Fold.
Note : The Booklet in the Layout in the Setup tab is for Signature prints, small size 5.5x8.5, and onceselected, Binding position and Print Type to Booklet the booklet in layout will be gone.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800116EN* **Solution Usage**

Description

Does the bizhub 600/750 have a catch tray? If so, what is the part number?

Solution

The bizhub 600/750 does have a catch tray (p/n 57AA12830 and 57AA12820).The combined partscreate the tray which is attached to the exit of the machine.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0800251EN* **Solution Usage**

Description

What is the part numberof the staple case? Part number does not appear in the Parts Manual.

Solution

Staple case (p/n 15JK P721 00).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800324EN* **Solution Usage**

Description

How to set Tray 3 and Tray 4 to print and copy tab paper.

Solution

To set Tray 3 and Tray 4 to print and copy tab paper:
1. Access the Utility/Counter.
2. User settings.
3. System Setting; pick a tray.
4. Paper Tray Setting =>Paper Type; choose Tray 3 or Tray 4.
5. Paper Type; choose type of paper (TAB).
6.Touch OK,then Close 5 times; back to basic copy screen.
Note : This is used with both copying and printing.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

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Solution ID TAUS0800330EN* **Solution Usage**

Description

Is secure FTP scanningsupported?

Solution

Secure FTP is not supported.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0800340EN* **Solution Usage**

Description

How to set the default paper tray when printing from a non-Windows, non-Macintosh environment.

Solution

To set the default paper tray for printing perform the following:
1. Press the Utility/Counter button.
2. Select User Setting.
3. Select Printer Setting.
4. Select Paper Setting.
5. Select Paper Tray.
6. Choose the paper tray to be used when it is not specified from the print driver.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800403EN* **Solution Usage**

Description

How to print SAP R/3barcodes.

Solution

In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.
Currently the best andeasiestway to print SAP barcodes is to attached a device from Typehaus to the MFP.
This device has been tested and it complete compatible with SAP barcodes. This device is so sophisticated that you need not configure it with an TCP/IP address, it will assume the TCP/IP address of the MFP and intercept the font call for the barcode and replace the call with the actual barcode fonts. Nothing else will be required.
To Purchase this device contactTypehaus at: http://typehaus.com . Be sure to mention your affiliation with Konica Minolta.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800433EN* **Solution Usage**

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.
SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID TAUS0800448EN* **Solution Usage**

Description

How to program the default tray for Insert Sheets.

Solution

To program the default tray for Insert Sheets, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [6 Copier Setting] on the touchscreen.
6. Touch [Select Tray for Insert Sheet] on the touchscreen.
7. Touch and highlight the desired tray to be set as the default Insert Sheet tray.

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8. Touch [OK] on the touchscreen.
9. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0800484EN* **Solution Usage**

Description
How to get the System log andImage logs (there are 2 Image logs).

Solution
Required items:
PC Serial port, HyperTerminal Serial Cable, USB memory stick.

To get the System log:

1.Connect PC andMFP with serial cable.
Note : Use the upper serial port of the MFP.
2.Connect USB Memory stick to USB port of the MFP.
3.Run HyperTerminal.
4.Set COM1 to 9600 bits/sec.
5.Type as follows from HyperTerminal: > WriteLog < Enter
(the W and L are uppercase). Completed message will be indicated. Log will be stored into the USB memory stick.

To get Image logs:

1. Connect PC andMFP with serial cable (use the 2nd serial port from upper side of the MFP).
2. Run Hyper Terminal. Set COM1 to 9600bits/sec.
3. Select Transfer then Capture Text, from menu of HyperTerminal.Specify file name, then click Start.
4. Type as follows from hyper terminal: Ø icb_log < Enter
5. Select Transfer Capture Text Stop from menu of HyperTerminal.
6. Select Transfer Capture Text From menu of HyperTerminal.Specify file name, then click Start.
7. Type as follows from Hyper Terminal: Ø ecb_log < Enter.
8. Select Transfer then Capture Text Stop from menu of HyperTerminal.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800608EN* **Solution Usage**

Description
Additional information concerning "Custom Size Settings".

Solution
In the Konica Minolta PCL driver, the "Custom Size Settings" can only be specified from the printer driver setup dialog box, which can be displayed from the "Printers" window (or "Printers and Faxes" window).
Please refer to attached documentation for clarification. To viewthe PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800609EN* **Solution Usage**

Description
When scanning with a "One Touch Button", is it possible to keep the one touch selected after the scan goes through?

Solution
To have the one-touch address remain selected after the scan, perform the following procedure:
1.Press the Utility key, Details, then Stop 00, Stop 01.
2.Press System 2.
3.Press DipSwitch.
4.Scroll to 36-1, press ON and then SET.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0800611EN* **Solution Usage**

Description

Additional information concerning PageScope Web Connection.

Solution

Additional information for bizhub PRO 920/IC-203 and bizhub PRO 1050 series/IC unit:
1. "Done Job List" maximum number.
Maximum is 100 ([Print] and [Scan transmission]). If it exceeds 100, the jobs are deleted from old history.
2. Please note that "Done Job List" is all deleted when the main body poweris turned OFF.
Note : Please refer to attached documentation for clarification. To viewthe PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Additional information for bizhub 360/420/500/IC-204 and bizhub 600/750/IC-202
1. "Job History" maximum number.
Maximum is 100 in all jobs ([Print], [Scan], [Fax TX], [Fax RX] and [HDD/Memory]) total.
2. "Job History" display/non-display setting (after main body poweris cycled OFF/ON).
Even if main body power is cycled OFF/ON, "Job History" is not usually deleted. However "Job History" can be set to non-display (data is deleted)by DipSW 24-1.
DipSw 24-1
0: Display
1: Non-display
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800684EN* **Solution Usage**

Description

FS-504, part number for the 50-sheet Staple Case.

Solution

Due to demand, a new part (50-sheet Staple Case- p/n 15JKP72100) is available as a replaceable unit.See attached Parts Modification document for details.To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0800829EN* **Solution Usage**

Description

Part number for the FS-504 staple case.

Solution

Staple Case for the FS-504(p/n 15JK P721 00)which alsocan be found in the latest Parts Manual.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800873EN* **Solution Usage**

Description

Is the IC-202 controller required to see the Network Setting tab in the Admin Mode?

Solution

The IC-202 is not required to see the Network Setting tab in the Admin Mode.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800925EN* **Solution Usage**

Description

How to set up FK-502 for transmit only.

Solution

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Specify "Manual Reception" in line parameter setting in Admin. Mode. This way, if there is no external phone connected, the fax will not be received by the MFP.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID TAUS0800999EN* **Solution Usage**

Description

How to set the large capacity cassette tray for 11x17 paper. Moving the paper guides by loosening the thumb screws and setting for 11x17 paper does not work;the LCD on theMFP still indicates 8.5x11.

Solution

The paper size setting is a service-changed mode only and not recommended that an end user make this change. It is very important that the guides are set evenly to prevent binding and jamming of the paper being fed.
To change the paper size, reposition the paper feed guides making sure the position of the guides are such that paper being lifted does not bind on the paper guides. Also make sure the alignment of the guides is the same at the bottom of the paper stack as at the top.
To change the paper size indicated by the paper tray, enter the Service Mode, select System 2, select paper size setting and then tray and paper size set for that tray.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801122EN* **Solution Usage**

Description

What are the maximum E-Mail one-touch destinations?

Solution

Maximum E-Mail one-touch destinations:

Model	Destinations (max)	Comments
7272	1008	
bizhub 600/750	600	
bizhub 500/420/360	1000	2000 w/HDD
bizhub 200/250/350	549	

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0801184EN* **Solution Usage**

Description

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Is continuous print supported?

Solution

Continuous print is not supported on the bizhub 600/750.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801203EN* **Solution Usage**

Description

How to disable or turn down the volume of the beep sound heard after completion of a fax transmission.

Solution

Todisable or turn down the volume of the beep sound heard after the completion of a fax transmission, perform the following:
1.Press the Accessibility key.
2.Press Sound Setting.
3.Press Fax Completion Mode Volume Setting.
4.Select the Lower icon to decrease the beep sound.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801273EN* **Solution Usage**

Description

Where is the connector for the optional Key Counter located on this MFP? The Field Service Manual indicates the option on the schematic but fails to indicate where in theMFP the connector can be found.

Solution

The actual counter receptacle is located at the right side of theMFP in the upper right hand corner, just to the right of the rear scanner cable. Remove the right side cover (six silver screws). Remove the access plate (two screws, upper right). The 4-pin connector for the optional key counting device can be found here. Remove the black wire jumper and connectthe key counting receptacle or device.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801322EN* **Solution Usage**

Description

When the machine is equipped with the saddle stitcher and one stapler of the two runs out of staples, is it possible to allow the machine to use only the single stapler unit?

Solution

The machine will only allow stapling when both staple units have staples. Once one or both stapler units are empty, stapling is prohibited until both units are replenished.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0801328EN* **Solution Usage**

Description

Which CF card is for which board?

Solution

There are two CF cards. One for the Image control board (accessed from the right-side cover for the Image Processing Board - ICB),and one for the system control board (located on the back side of the image systemboard) .
You will need to get the properties of each CF card using a card reader. The larger size card properties is the System control board card. The smaller properties card is the IPB card.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0801362EN* **Solution Usage**

Description

ISIS scan support.

Solution

Driver support for ISIS scanning is not available. Thisappliesto all Konica Minolta devices, B/W MFPsand Color MFPs.
The TWAINscanner I/F standard is supported.Scannerapplications can support the TWAIN driver.
The latestproductssupport OpenAPI whichcan expand scanner functions and connectivity to applications.
Note : ISIS isa scanner interface standard defined by EMC Captiva. Please refer to http://en.wikipedia.org/wiki/ISIS for more details.
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

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Solution ID TAUS0801535EN* **Solution Usage**

Description

When making a copy why would the machine indicate "Now printing", but not output the copies?

Solution

The machine will display "Now printing" when making copies but not output them if the key counter loop has been removed. Please confirm that the key counter loop is installed properly on the machine.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0801560EN* **Solution Usage**

Description

Why is the Program Job Key not available on the machine?

Solution

The Program Job Key will not be available if the machine is set for Management Device 1 in theService Mode under Management Function Choice.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0801567EN* **Solution Usage**

Description

Office Workgroup and Production Print - Basic Functionality Chart (Marketing Bulletin 08_GB_024).

Solution

Konica Minolta is pleased to announce a new sales tool called the Office Workgroup and Production Print - Basic Functionality Chart (see attachment). This chart has been developed to give you a broad overview of the basic functionality on all current Office Workgroup MFPs and Production Print Systems.
This 'at-a-glance' chart will be helpful to determine product families, standard and optional features, print and scan PPM speeds, copy, print controller, local and network scanning destinations and lastly fax functionality.
Models associated with the chart are: bizhub 160, 161f, 181, 200, C203, 250, C253, 350, C353, C353P, 360, 421, C451, 501, C550, 600, C650, 750 and bizhub PRO C5500, C6500, 920, 1050e.
This chart will be associated under Support Materials or individual product pages for each model listed on MyKonicaMinolta.com.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0801607EN* **Solution Usage**

Description

Macintosh® OS 10.5 Installation/Un-Installation Guide.

Solution

Macintosh® OS 10.5 Installation/Un-Installation Guide for bizhub 600/750/IC-202. Please see attached documentation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0801684EN* **Solution Usage**

Description

Is the hard drive (HD-503) required to access PageScope Web Connection?

Solution

The hard drive (HD-503) is not required to access PageScope Web Connection.
Note : The hard drive (p/n 15NL) is required for scanning to user box, password printing and fax memory RX function.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801738EN* **Solution Usage**

Description

FK-502, subject change for fax forwarding.

Solution

When forwarding to E-mail, the subject format can be selectedasfollows for Image Receiver Software.
Soft Switch number 28 =00 (hex)
FWD:[@@@] :FAX image from [**** :yyyy/mm/dd]

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Note : @@@ represents the sender name registered in the MFP forwarding the fax job. When nothing is registered as the sender,subject of the E-mail will be blank.
**** represents the information of the fax sender.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID TAUS0801851EN* **Solution Usage**

Description
How to set the output trays for copy and print.

Solution
To set the output trays for copy and print:
1. Press utility.
2. Admin setting.
3. System settings.
4. Output settings.
5. Output tray.
6. Copy tray 2.
7. Print tray 1.
8. OK.
9. Exit.
SPECIAL NOTE : Solution contribution by Raymond Downs, Production Customer Support/SSD

Solution ID TAUS0801951EN* **Solution Usage**

Description
Why will the Start Key not turn green when trying to run the Non-Image Area Erase Check?

Solution
The Start Key will not turn green when trying to run the Non-Image Area Erase Check if PS-311 (p/n 08AA 8551 2)of the DF-604 is not functioning.
Confirm the operation of PS-311 in the Service Mode of the machine by choosing State Confirmation and then Sensor Check. Enter 60 for the Check Code and 10 for the Multi-Code. An "H" will be displayed when the DF-604 is open and an "L" when it is closed.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0802082EN* **Solution Usage**

Description
How to store the job settings.

Solution
To store the job settings:
1. Setup the copy job as required (30 jobs maximum).
2. Press the Mode Memory key.
3. Touch Program Registration and enter the name (up to 16 characters)and press OK.
Note : To change settings, make the changes and save the new program key as old name or add a number to distinguish the settings.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802119EN* **Solution Usage**

Description
NTLM Security settings.

Solution
NTLM Security settings:
1. Utility/counter.
2.Administrator Setting.
3.Password.
4.Network Settiing.
5.SMB Setting.
6.Press the forward arrow 3 times.
7.Choose Ver1, Ver2 or Ver1/Ver2.
8.Back out of menus.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802124EN* **Solution Usage**

Description

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FK-502 how to enable/disable the Foreign Communication function.

Solution

To enable/disable the Foreign Communication function, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1. 4. Touch [Fax] on the touchscreen.
5. Touch [Communication] on the touchscreen.
6. Touch [Int'l Comm. Function] on the touchscreen.
7. Touch [ON] or [OFF] on the touchscreen.
8. Touch [End] on the touchscreen.
9. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0802239EN* **Solution Usage**

Description

FK-502, how to adjust the Fax Completion Tone Volume setting.

Solution

To adjust the Fax Completion Tone Volume setting, perform the following:
1. Press the Accessibility key.
2. Touch [4 Sound Setting] on the touchscreen.
3. Touch [4 Fax Completion Tone Volume Setting] on the touchscreen.
4. Touch [Lower] or [Higher] as desired by the customer.
5. Touch [OK] on the touchscreen.
6. Touch [Close] on the touchscreen.
7. Touch [Close] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0802273EN* **Solution Usage**

Description

What does a "W" indicate in the paper tray size?

Solution

The "W" indicates that a special oversize paper has been selected("W" stands for "wide").
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0802438EN* **Solution Usage**

Description

The machine gives an alarm message or an alarm sound (beep) when a wrong operation is performed or a wrong entry is made during operation of the machine. No "beep" alarm sound is issued if Key Accept Sound/Key Refuse Sound in Sound Setting of Accessibility Setting is set to [OFF].

Solution

CAUSE: Incorrect settings.

SOLUTION: If the alarm message or alarm sound is given, perform the correct operation or make the correct entry according to the instructions given by the message or other means.
1. Accessibility Key on Key Pad.
2. Touch Sound Setting or press the [4] key in the key pad.
3. The Sound Setting screen appears.
4. Touch [Key Accept Sound/Key Refuse Sound] or press the [1] key in the keypad.
5. The Accept Sound Setting screen appears.
6. Select the desired setting for Accept Sound Setting.
7. To not produce a sound, touch [Off].
8. OK.
9. OK.
10. Close.
Note : Please see attached file for additional information. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802440EN* **Solution Usage**

Description

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Is the optional HD-503 required for utilization of the scan to SMB function?

Solution

The optional HD-503 (Item#15NL) is required for utilization of the scan to SMB function.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0802464EN* **Solution Usage**

Description

How to change the "From" name in a fax (fax sender name change).

Solution

To change the fax sender name, follow these steps:

Press the Utility/Counter key.
Enter password (12345678).
Select Fax Setting.
Select Header Info.
Enter the desired information.
SPECIAL NOTE: Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802466EN* **Solution Usage**

Description

What is the maximum number of characters that can be used for the fax ID registration (the fax number of the sender)?

Solution

The fax ID registration can be up to 20 characters long.
SPECIAL NOTE: Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802517EN* **Solution Usage**

Description

How to change the volume of the Alarm or beep.

Solution

To change the volume of the alarm (beep), follow these steps:
Press the Accessibility Key on the keypad.

Touch Sound Setting or press the [4] key on the keypad. The Sound Setting screen will appear.

Touch [Panel Volume Adjust] or press the [2] keyon the keypad.. The Panel Volume Adjust screen will appear.

Select the desired volume. The volume can be set to any of16 levels.

Press OK, OK, Close.
See the attached file for further details.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802520EN* **Solution Usage**

Description

How to makeTouch Panel Adjustments.

Solution

To adjust the Touch Panel, follow these steps:
Press the Accessibility key on the keypad.

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Touch [Touch Panel Adjustment] or press the [5] key on the keypad (use this method if the touch panel does not respond). The Touch Panel Adjustment screen will appear.

Touch the four [+] points. If the check points have been touched correctly, the[Start] key will light up in green.

Press the [Start] key.

Touch [Close] or press the [Accessibility] key. T he Basic screen will appear again.
For further details, refer to the attached file.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0808596EN* **Solution Usage**

Description
How to check HDD capacity

Solution
To check HDD capacity, perform the following:

1. Utility
2. Adminstrator settings
3. Security settings
4. HDD settings
5. Check HDD capacity

SPECIAL NOTE: Solution contribution by Raymond Downs, Production Customer Support/SSD

Solution ID TAUS0900083EN* **Solution Usage**

Description
How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

Solution
To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:
1.Open a PDF.
2.Select Edit and then Preferences.
3.Click on Zoom to scroll and select the desired opening size.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900218EN* **Solution Usage**

Description
Part number for the DF-604 control board (if failed, it may generate a J-6203 jam).

Solution
The DF-604 control board is actually listed as the Scanner drive board assembly (p/n 57AA-9090). This board is listed in the engine optics Parts Manual.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0900368EN* **Solution Usage**

Description
How to set the machine to accept another copy job while the previous job is printing, without having to use the next job reservation feature.

Solution
To enable the user to reserve a copy job without using next job reservation, perform the following:
1. Press the Utility key.
2. Select User Setting.

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3. Select Display Setting.
4. Select Copy Screen.
5. Set Copy Operating Screen to OFF.
6. Exit the User Setting mode.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0900431EN* **Solution Usage**

Description

MSDS information for drum, developerand toner.

Solution

Attached are the Material Safety Data Sheets for the bizhub 600/601/700/701, developer drum, developer and toner.
Notes :
1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
3. The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0900570EN* **Solution Usage**

Description

How to open the Select Devices window when scanning with theTWAIN BW driver.

Solution

The Select Devices window is accessed by performing the below steps when using the Konica Minolta version 2.1.0.0 BW TWAIN driver:
1. Select the Microsoft® Windows “Start” button.
2. Select “All Programs”.
3. Select “Konica Minolta”.
4. Select “TWAIN BW Driver”.
5. Select “Select Devices”.
6. When the Select Devices window opens, select the desired device.
7. Select OK.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0900736EN* **Solution Usage**

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
4.Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bitand 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

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Solution ID TAUS0900739EN* **Solution Usage**

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the client.
2. Load the 32-bit driver on the server and share it out.
Note : If you receive a pop-up indicating “COPY ERROR”, setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

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Solution ID TAUS0802701EN* **Solution Usage**

Description

The document feeder lift plate stays in the up position. When testing the original feed motor (M3) in the State Confirmation/Load Check mode (60-10 and 60-11) an error is indicated.

Solution

CAUSE: Failed Scanner Drive Board.

SOLUTION: Replace the Scanner Drive Board (p/n 57AA-909 1E).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

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Solution ID TAUS0800172EN* **Solution Usage** 4

Description
FS-504/FS-509/FS-604, error codes C1137 (C-1137), J72-16 or J72-18 when stapling. Additionally, SC77-81 may be indicated.

Solution
CAUSE: Damaged paper guide(s) - small nick(s)from paper entering the conveyance guide plate.

SOLUTION:Look at the clear guide FN5:
1. Loosen the two rail screwsallowing the finisher to be pulled outan extra three inches.
2. Lower FN5 and feel the plastic ribs on the rear of the guide.
3. The lastrib on the guide (see attachment for a visual)haspaper cutsor burrs on it causing the paper to drag and jam whenstapling.
Use a piece of very fine sandpaper or Scotchbrite® to smooth nick(s). Replace the conveyance guide plate(p/n 15JK45081) and/or (p/n15JK45190)if necessary.
SPECIAL NOTE : Solution contribution by Greg Lantowski and Mike McCarthy, Production Print/SSD as well as Rod Willoughby, Perry Corporation

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Solution ID TAUS0801765EN* **Solution Usage** 8

Description
FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution
CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0900240EN* **Solution Usage** 0

Description
When tri-folding a 2-page duplex print job, two single-sided pages are tri-folded together. Tri-folding a duplex copy job works properly.

Solution
CAUSE: Incorrect setting.

SOLUTION: To duplex tri-fold print jobs, perform the following:
1. Press the Utility/Counter button.
2. Select User Setting.
3. Select Copier Setting and scroll to page 3 of 3.
4. Change Tri-Fold Printed Side Selection setting to "Outside".
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0703152EN* **Solution Usage** 6

Description
When performing a booklet job with fold and stitch, the fold position will migrate about 10mm and stay until the machine power is cycled. This usually occurs about 75 sets into the job.

Solution
CAUSE: Finisher firmware bug.

SOLUTION: FS-602 finisher firmware version30-E1 can be installed to resolve the issue. This firmware is available via the Konica Minolta Download Selector. Access the Selector from SSDWeb Support (CS Expert Support) by clicking 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0701365EN* **Solution Usage** 1

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Description

FS-602/FS-604/FS-606, paper is wrinkledwhen folding 8.5x11.

Solution

CAUSE: Paper is binding in the finisher.

SOLUTION: Install modified paper guide stay assembly. Please refer to attached Bulletin Number5839. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0655872EN* **Solution Usage** 0

Description

FS-602, J72-45 when Z-Folding or Tri-Folding. Able to Half-fold.

Solution

CAUSE: The hard dipswitches on the ZU-602 CB are set incorrectly.

SOLUTION: On the ZU-602 Control Board ensure that the dipswitch bank is set to 1=OFF, 2=ON, 3=OFF and 4=OFF.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657474EN* **Solution Usage** 0

Description

ZU-601/ZU-602, J73-15 in idle.

Solution

PROBABLE CAUSES:
1.Sensor detection error may occur if one of three reflective sheets attached to the guide plate become detached.
Replace the entrance guide plate assembly (p/n 15KSR70200).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

2. The entrance guide plate (p/n 15KS-5160) is contaminated. The guide plate has a chrome finish and is used as a reflector for the five edge detect sensors. If contaminated, the sensors cannot be properly adjusted.
Note :Cannot adjust all or some oftheedge detect sensors on the ZU unit.
Remove the punch unit from the ZK unit. Remove the guide (two screws) and clean the guide being careful to not dull the finish. After reassembly, perform the paper edge sensor sensitivity adjustment.
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801173EN* **Solution Usage**

Description

LU-401, intermittently misfeeding.

Solution

CAUSE: The black one-way behind the paper feed clutch (called a lock shaft adapter) is dirty or has failed.

SOLUTION: Clean, or if necessary, replace the lock shaft adapter (p/n 55VA43360).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0802338EN* **Solution Usage**

Description

No feed out of the any of the paper traysexcept the bypass tray. M1 only chatters willnot turn.

Solution

CAUSE: The paper feed motor M1 has failed.

SOLUTION:

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Check the operation of M1 in State Confirmation mode.
Note: To verify operation of M1 perform the following:

1. Enter the Tech Rep mode.
2. Select System 2.
3. Select State Confirmation.
4. Select Load Check.
5. Select Check Code 28.
6. Select Multimode 1.
7. Press Start to active M1, does not turn.

If the motor does not turn on or appears sluggish replace the paper feed motor M1 (p/n 15AA80050). DESCRIPTION: No feed out of the any of the paper trays.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0900267EN* **Solution Usage**

Description

Why are hole-punches on the copies skewed, but the image is aligned properly on the page?

Solution

Thehole-punches oncopies maybe skewed, but the image can be aligned properly on the page if there are punch scraps obstructing the paper path through the PK-505. Please remove the PK-505 and inspect the paper path for any obstruction. Inspect the Area around the Paper Size Sensor, PS305 (p/n 13NK 9611) carefully for the collection of punch scraps.

Solution ID TAUS0900577EN* **Solution Usage**

Description

When trying to test PS19 the tray 4 paper feed sensor in Sensor Check of the service mode it does not change state even though the machine will feed paper correctly.

Solution

Thecheck code forPS19 (p/n 08AA 8551 2)the tray 4 paper feed sensor is incorrectly labeled in the Field Service Manual. The check for PS19 can be carried out using Code 20 Multi-code 4in Sensor Check of the service mode.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

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Solution ID TAUS0658258EN* **Solution Usage** 25

Description

Intermittent No Reply from PING; no printing and cannot browse; requires reboot to recover.

Solution

CAUSE:A vulnerability was corrected in early firmware where excessive SMB traffic can causethe NICto drop off.

SOLUTION:Please use the following firmware version or higherto correct this issue.
IC-611 (bizhub PRO 1050)
Ver.30-COC0
IC-203 (bizhub PRO 920)
Ver.20-COC0
IC-202 (bizhub 600/bizhub 750)
Ver. 30-CH
bizhub 360/420/500
Version 30
bizhub C450/C351/C250/C252/C352/C300
(Phase3.03/Ver.I8)
Notes :
1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
a. Provide answers to the following questions:

What type of network environment is the customer using?

What is the network speed?

What is the NIC speed on our engine?

When the device goes down can it be PINGed orbrowsed to?

What protocols are on the network?

Is the machine in a power save or sleep mode at the time of failure?

Does the machine have a static TCP/IP address or is it dynamic (DHCP)?

How often does the incident occur?

Are there any routers, switches or hubs involved on the network segment(s)which aretrying to utilize the machine?

What type of 'special' applications are utilized by people who print to the device?
b. If a bizhub 600/750/PRO 920, you can perform a Hyperterminal session and set transfer to text to create text file that shows the controller activity.
c. Perform an Ethereal network packet capture. Instructions are attached.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. Refer to the attached PDF for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE

Solution ID TAUS0701255EN* **Solution Usage** 10

Description

Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

In the attached vCare/CS Remote Care E-mail Communication Troubleshooting Guide are troubleshooting methods and procedures to resolve vCare E-mail Communication issues. Topics addressed are:
A. Essential vCare Technician troubleshooting tools
B. Email Communication Requirements
C. Additional Requirements
D. Troubleshooting when a email communication test fails
E. EMAIL Server Considerations
F. Determining the type of Authentication required on a Mail Server, through telnet
G. Ethereal network capture to diagnose email connectivity issues
H. Performing a Communication Test, Printing the Communication Log and verifying that the MFP is communicating with the vCare system
I. Verifying through the vCare web application that MFP setup is complete
J. Example Mail Server logs which record a CSRC Communication Test and reception of a "setup email"
K. Advanced Email Communication Troubleshooting

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Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0701650EN* **Solution Usage** 5

Description
Unable to print from Adobe® Acrobat® 8 with the Visual PostScript driver.

Solution
CAUSE:An abnormality with the Visual PostScript driver.

SOLUTION:Visual PostScript drivers areavailable that correct this issue.
Microsoft® Windows NT4/2K/XP/2K3 (32-bit)
bizhub Pro 1050 Visual PostScript driver version 3.2.0.0
bizhub Pro 920 Visual PostScript driver version 2.8.0.0
bizhub 750/600 Visual PostScript driver version 3.1.0.0
bizhub 500/420/360 Visual PostScript driver version 3.1.0.0
Microsoft® Windows XP Pro/2K3 (64-bit)
bizhub Pro 1050 Visual PostScript driver version 3.2.0.0
bizhub Pro 920 Visual PostScript driver version 2.8.0.0
bizhub 750/600 Visual PostScript driver version 3.1.0.0
bizhub 500/420/360 Visual PostScript driver version 3.1.0.0
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0800366EN* **Solution Usage** 2

Description
When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution
CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800367EN* **Solution Usage** 1

Description
When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

Solution
CAUSE: Duplexing is being selected in the wrong location.

SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0800544EN* **Solution Usage** 1

Description
Only the first worksheet of a workbook is duplexed when printing from Microsoft® Excel.

Solution
CAUSE:Microsoft® Excel prints each worksheet as a seperate print job; this is a limitation on Excel.

SOLUTION: To print the entire Microsoft® Excel workbook duplexed, follow this workaround:
1. In Microsoft® Excel select the first worksheet.
2.Select File.
3. SelectPrint.
4. Select Properties.
5. In the print driver select Duplex.

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6. Select OK.
7. Select Cancel in the print dialog box.
Repeatsteps 1-7 for each worksheet in the workbook.
8. Select File.
9. Select Print.
10. Select Entire Workbook.
11. Select OK.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0801963EN* **Solution Usage** 1

Description

When attempting to transmit a fax from a PC, it prints and is not transmitted.

Solution

CAUSE:The "Add Recipient" button was not clicked.

SOLUTION: To complete a fax transmission from a PC, perform the following:
1. Select print and choose the PCL driver for the bizhub 600 or bizhub 750.
2. Open Printer Properties.
3. Go to the "FAX" tab.
4. Select the "FAX" radio button (under "Mode Selection").
5. Enter the destination number in the "FAX Number" box.
6. Click the "Add Recipient" button.
7. Click "OK."
8. Click "Print."
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0808581EN* **Solution Usage** 1

Description

Certain MFP settings may affect PageScope applications from communicating with Konica Minolta devices.

Solution

For newer model Konica Minolta MFPs, the following MFP settings may affect communication with several PageScope applications.
Note : Depending on the MFP model and the PageScope application, these settings may differ.
This setting will affect most PageScope applications:
Admin Mode
1. Press the Utility button.
2. Select Administrator mode - Security button -Management Function Setting, then the Network Function Setting button.
3. Set to Allow.
4. Select Exit.

This setting will affect PageScope applications such as Data Administrator, Box Operator, Net Care and PageScope Enterprise Suite (depending on which PSES function is being used):
Open API
1. Press the Utility button.
2. Select Administrator mode.
3. System Connection – Open API.
4. Set to Allow.
5. Select Exit.

Additionally, if theSNMP settings are not set to the default settings, they may need to be updated in the PageScope application.
Default SNMP v1/v2 settings

Admin mode=> Network Setting=> SNMP Setting
Read=> Public
Write=>Private
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0701860EN* **Solution Usage** 11

Description

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:

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1. A bad request.The browser sent a request that the server could not understand.
2. An attempt to communicatewith plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3.The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.
Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:
1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton© Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem inMicrosoft® products that are listed in the "Applies to" section. This problem was first corrected in.NET Framework 1.1 Service Pack 1.
Note : Refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .

Solution ID TAUS0657732EN* **Solution Usage** 5

Description

Finishing options are not being applied to multiple Microsoft® Excel 2000/2002/2003 worksheets using PCL or PostScript drivers.

Solution

CAUSE: Microsoft Excel will treat each worksheet as a “separate” print job. Refer Microsoft® Knowledge Base article Q214383. The URL is http://support.microsoft.com/default.aspx?scid=kb;en-us;214383 .

SOLUTION: There are two workaround options for this issue:

To configure the first option, perform the following:
1. Select first spreadsheet.
2. Click on File.
3. Click on Page Setup.
4. Click on Option button.
5. Select finishing options (i.e., duplex, stapling) from driver properties.
6. Click OK.
7. Select next spreadsheet.
8. Repeat steps2 through7 until finishing options are set for all applicable speadsheets.

To configure to setup the finishing select as the default, perform the following:
1. Access printer driver list (Microsoft® Windows XP is "Printer and Faxes").
2. Right-click on the print driver.
3. Click‘Set as Default Printer’ for the workstation.
4. Click on Properties.
5. Click on Advanced tab.
6. Click on Printing Defaults.
7. Set the finishing options.
8. Click OK twice.
Notes :
a. These steps must be performed on a local print driver with login having manage or full rights to the local print driver.
b. The drivers migrated from Microsoft® Windows 2000 or 2003 server then apply these settings from server print driver under “Printing Defaults”.
c. These settings will be applied to every print job built by the print driver.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0657138EN* **Solution Usage** 1

Description

When scanning with eCopy™, the preview is not displayed, the optics did not work and the message at the bottom left of the scan indicates 'Scan complete'.

Solution

CAUSE: There issomewhat of an incompatiblity with most ofthe KMBSTWAIN drivers and the eCopy™ ScanStation.

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SOLUTION:There is a driver that does work well and supports color scanning. This has been commonly referred to as the GUI-suppressed (Non GUI) driver.
Notes :
1.Prior to installation, unload the presentTWAIN drivervia Control Panel=> Add or Remove Programs.
IMPORTANT : Stop ALL eCopy™ services in order to remove the driver.
2. The latest TWAIN driveris available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0701286EN* **Solution Usage** 1

Description

The machine does not display the user name of print jobs it receives.

Solution

CAUSE: Incorrect driver.

SOLUTION: Install the Visual PostScript driver which supports this feature.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0702714EN* **Solution Usage** 1

Description

When a PDF is output from Adobe® Acrobat® 8, it generates a PostScript error.

Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver when settings are as follows:
- Visual PostScript driver: “Path through - Off”
- Adobe® Acrobat® 8: ”Choose Paper Source by PDF page size”

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0802710EN* **Solution Usage** 1

Description

Error code 2039when performing CSRC (CS Remote Care). TX/RX test is not sent to Lotus ® Domino™ email server.

Solution

CAUSE: The engine will not complete the TX/RX test if the ‘Short name’ field is not populated, becausethe engine will not receive proper POP3 response from email server.

SOLUTION: Enter a name in the ‘Short name’ field. It is recommend to usethe hostname (the portion to the left of '@' in the engine’s email address). The attached file is ascreenshot showing the Lotus® Domino™ ‘Short name’ field.

Note: To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Rick Veale, ESS/BSE

Solution ID TAUS0657140EN* **Solution Usage**

Description

Using eCopy™, after pressing function key, the next screen does not display the preview scan.

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Solution

CAUSE: The wrong TWAIN driver is being used.

SOLUTION: The latest TWAIN driveris available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Remove the current driver before installing this driver.If an error occurs during removal, stop the eCopy™ services and press the Retry button. Once removed, restart the eCopy™ services and install the new driver.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0702369EN* **Solution Usage**

Description

"Destination device is not supported." message when attempting to connectto the MFP. Thecontrollerfirmware of the bizhub750/600/500/420/360 is later than version 30.

Solution

CAUSE:TheHDD TWAIN driver requires updating.

SOLUTION: Update tothespecial HDD TWAIN driver ver.3.1.0.2 (15MB) .
Notes :
1. Please refer to the attached ReadMe, Program Release Information and Users Guide.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
3. The latestTWAIN drivers are also available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702713EN* **Solution Usage**

Description

When printing from Adobe® Acrobat® 8, the print stops at page 45 and next page or later is not printed.

Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver.

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702715EN* **Solution Usage**

Description

When printing from Adobe® Acrobat® 8, the image of the last page is rotated by 180 degrees.

Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver.

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0702717EN* **Solution Usage**

Description

A PDF cannot be output from Adobe® Acrobat® 8.

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Solution

CAUSE: Bugin theKonica MinoltaVisual PostScript driver.

SOLUTION: Please use the special Konica MinoltaVisual PostScript driver (32-bit or 64-bit as needed), version 3.1.0.0.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703304EN* **Solution Usage**

Description

A Protection Fault is indicated when trying to configure the PostScript (V) version 3.1.0.0 print driver.

Solution

CAUSE: The Release Notes for the version 3.1.0.0 print driver are unclear. The information informs the installer that they must remove the previous print driver via the Server properties of the Printer & Faxes dialog; however, do not inform the installer to restart the workstation/server after removing the driver. Failure to restartthe computer may cause a Protection Fault to be displayed when attempting to configure the driver.

SOLUTION: After removing the previous print driver under the Printer & Faxes Dialog, Server Properties, Drivers tab, theMFP mustbe restarted prior to installing the version 3.1.0.0 PostScript (V) print driver.
Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801431EN* **Solution Usage**

Description

When too many users simultaneously attempt to perform PageScope Box Operator functions while accessing the same MFP, it is possible that the PageScope Box Operator (PSBO)application may lock up intermittently. The PSBO application and/or the MFP may need to be restarted in order to resume using the PSBO application.

Solution

CAUSE: It is possible for multiple users to connect to the same MFP simultaneously through PSBO. However, only one document can be downloaded at a time from the same device, either through PSBO or PageScope Web Connection (PSWC). As a result, if two or more users attempt to download a document in a box by PSWC or PSBO simultaneously from the same MFP, the second user will have to wait until the previous download is completed.

SOLUTION:If the lockup issue occurs, the number of simultaneous connections from PSBO to the same MFP will need to be reduced. It is possible that this specification may be changed for future models.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID TAUS0801442EN* **Solution Usage**

Description

When attempting to make a two-sided copy, the choice to run the duplex mode is not available.

Solution

CAUSE: Files stored on the Compact Flash card of the system control board have been corrupted.

SOLUTION: Disconnect the HDD from the MFP. Download the base code for both CF cards and install. Instead of deleting the files from the CF cards, cut and paste them to a temporary folder and then install the new code. This process is to be more stable than just deleting the files. Once the files are placed on the CF cards, delete the old files.
The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more.
At the completion of rewriting the CF cards, theMFP firmware level will be at version 10. Upgrade the firmware after determining that theMFP starts properly. Install version 17, 20, and then 31. Reconnect theMFP HDD if one was installed.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0801980EN* **Solution Usage**

Description

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

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Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802060EN* **Solution Usage**

Description

When printing AS/400® forms, the print does not line up with the form.

Solution

CAUSE:The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design).The margins are not set correctly and produces the offset.

SOLUTION:Create or obtain a new WSCST (Workstation Customization Object)with the following keyword in it.
DATASTREAM=HPPCL5
Replace the line with the following:
DATASTREAM=HPPCL5I
Thiswill tell HPT to image the form instead of rasterize it.
Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.
When the job is sent, the form should be inline with the text.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0802412EN* **Solution Usage**

Description

Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to remove and re-create the daemon configuration file.
SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

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Solution ID TAUS0808451EN* **Solution Usage**

Description

Intermittently, unable to print with User Authentication, log in error listed in printers Job Log.

Solution

CAUSE: The customer's DNS server Resource Record has an invalid entry (TCP/IP address) for one or more of the authentication servers. The customer's DNS server, specified on the bizhub 600/750 for authentication, is configured with a Resource Record list of additional authentication servers.
When the bizhub 600/750 communicates with the DNS server it performs a “Standard query” to gather information. The DNS server will provide a Resource Record of available authentication servers. The bizhub 600/750 uses this Resources Record in a random process to verify authentication. If one of the servers specified in the Resource Record is invalid, Authentication will fail for that particular request.
Listed below isinformation pulled from anetwork communication packetbetween a bizhub 600/750 and a customer’s DNS server. The DNS server is address 10.1.20.200 and the bizhub 600/750 is address 10.1.17.67. This DNS server provides a Resource Record with 12 additional servers that can be used for authentication. In this Resource Record, server address 192.168.2.11 is invalid.
239 2008-08-12 08:35:30.297382 10.1.20.200 10.1.17.67 DNS Standard query response
A 10.1.20.225
A 10.1.19.228
A 10.1.20.226
A 10.1.20.227
A 10.1.20.6
A 192.168.2.11 (invalid entry)
A 10.1.20.249
A 10.2.17.7
A 10.3.49.13
A 10.3.49.12
A 10.18.33.10
A 10.3.49.10
A 10.1.20.224

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SOLUTION: Have the customer/System administrator verify the DNS server Resource Record and remove or correct the invalid entries.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/BSE

Solution ID TAUS0900289EN* **Solution Usage**

Description

"A general user cannot refer to. Please ask an administrator." messagewhen clicking on the Scan tab inthe PageScope Web interface.

Solution

CAUSE: Insufficient rights.

SOLUTION:A user must be logged into the web interface as the administrator in order to gain access to the Scan tab.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0900670EN* **Solution Usage**

Description

Unable to find booklet or print booklet from Mac 10.5.

Solution

Turn Appletalk to ON and power down MFP then bring back up and perform the following:

1. In application, there must be at least 8 pages simplex portrait.
2. Go to File and Print, select Copiers/Pages, then select Finisher, fold center/fold / staple
3. Go to Finisher , select image and layout, touch Combination drop-down, Booklet , select Print.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

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Solution ID TAUS0647210EN* **Solution Usage** 4

Description
After installing the PK-502, PK-503, PK-504 or PK-505 error codeC-1139 (C1139), J72-17 orJ72-18 is indicated.

Solution
CAUSE: When installingthe punch kitto the finisher (FS-504/FS-602, FS-509/FS-604),the mylarsheet at the entrance of the punch kit overlaps on the shutter plate of the finisher.

SOLUTION: After installing the punch kit, open/close the finisher entrance and conveyance guide/ once. When this operation is performed,the mylarpositionis corrected. Please refer to theattached illustration.

Solution ID TAUS0648470EN* **Solution Usage** 15

Description
The punch features of the PK-505 are not indicated on theMFP LCD panel (PK-505 hole punch unit is not recognized or grayed out).

Solution
CAUSE: Incorrect soft switch settings.

SOLUTION: Please use the following procedure to enable the PK-505:
1. Turn ON the Main and Sub power switches of the main body.
2. Press the [Utility/Counter] button.
3. On the [Utility/Counter] screen, touch the "Details" key and enter the following sequence [Stop]+[0]+[0]+[Stop]+[0]+[1] to enter [Service Mode].
4. Touch the "System 2" key, and touch the "DipSW Setting" key.
5. If 2-3 hole punch kit is installed, set DIPSW 22-1 = ON, 22-2=OFF, 22-5=ON, 26-2=OFF, and 26-3=ON. Be sure to select "Set" after changing bit or it will revert to previous setting.
6. Make sure switch 19-5 is off.
7. Turn the Sub and Main power switches OFF.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0649087EN* **Solution Usage** 3

Description
PK-502/PK-503/PK-504/PK-505, C-1132 (C1132) during installation.

Solution
CAUSE: Loose connector(s). If the connectors for this option are not inserted squarely they will not lock in place.

SOLUTION: Unplug all of the connectors for the punch option (PK-502/PK-503/PK-504/PK-505) and reseat them, making sure they are inserted squarely and fully.

Solution ID TAUS0649345EN* **Solution Usage** 15

Description
C-4707 (C4707) at power up.

Solution
CAUSE: Problem with the write unit.

SOLUTION: Please reseat all connectors on all boards including the write unit. Replace the write unit if needed (p/n 57AA-6500).
SPECIAL NOTE : Solution provided by Tim Fisher, United Office Systems

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Solution ID TAUS0652845EN* **Solution Usage** 19

Description
C-C111 (CC111) after replacing the printer control board (PRCB).

Solution
CAUSE: The Printer Control files installed on the PRCB are for the incorrect model in which the PRCB is installed.

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SOLUTION: The Printer Control files are model specific. Files with a 57AA designation belong to the bizhub 750 while files beginning in a 57BA designation belong to the bizhub 600. If flashing the wrong file, a C-C111 code will be generated and the MFP will need to be re-flashed with the proper Printer Control file.
To flash the correct Printer Control files, perform the following:
1. Enter Service Mode -> System 2 -> DipSW Setting and set soft switch 32, bit 1 to "0" (OFF).
2. Enter Service Mode -> System 2 -> ISW and select All Printers.
3. Select the corresponding file for the main body that is being flashed (57AA for the bizhub 750 or 57BA for the bizhub 650). Perform the update.
4. After the flash is completed, reboot the machine.
5. Enter Service Mode -> System 2 -> DipSW Setting and set soft switch 32, bit 1 to "1" (ON).
SPECIAL NOTE : Solution contribution by Ron Reed, ASG/SSD

Solution ID TAUS0653518EN* **Solution Usage** 1

Description
FS-602, C1104 (C-1104). May be a "false" error code.

Solution
PROBABLE CAUSES:
1.Early version firmware is installed.
Upgrade the firmware to version 17 or above to resolve the false C-1104 codes.
Note : The latest version of firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

2. The 18-tooth (18T) coupling gear at the top rear of the stacker unitis broken.
Replace the coupling gear (p/n 129U77041).
SPECIAL NOTE : This solutionprovided by: Gerald Koehl of Braden Business Systems.

Solution ID TAUS0653520EN* **Solution Usage** 4

Description
Scan to E-mail and Scan to SMB not listed or not available in the address book or for Direct Input after updating the main body firmware orafter changing Vendor Mode.

Solution
CAUSE: E-mail and SMB functionality is not enabled.

SOLUTION: To enable SMB and E-mail scanning, perform the following:
1. While in Copy mode, press the Utility button.
2. Press Administrator Setting and enter the default passcode (12345678).
3. Select 5) Network Setting.
4. Select 6) SMB Setting.
5. Edit Scan Setting to ON.
6. Select 9) E-mail Setting.
7. Edit E-mail TX (SMTP) to ON.
8. Enter the Host Address of the SMTP server and exit out of mode.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0653988EN* **Solution Usage** 1

Description
Warm-up sequence is stuck at the Konica Minolta logo screen.

Solution
CAUSE: Failed Scanner Driver Board.

SOLUTION: Replace the Scanner Driver Board (p/n 57AA-9090).If the problem persists replace System Control Board CF Assembly (p/n57AE -952 0) and System Control Board (p/n 57BA -906 1 for a bizhub 600 and p/n 57AA -906 1 for a bizhub 750).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0657135EN* **Solution Usage** 9

Description

TWAIN driver does not connect to the MFP.

Solution

CAUSE: Improper Network Function setting.

SOLUTION: To set the Network Function setting to 'Allow', perform the following:
1. Press the Utility button.
2. Select Administrator mode, Security button, Management Function Setting, and Network Function Setting.
3. Set to Allow.
4. Select Exit.

Solution ID TAUS0657669EN* **Solution Usage** 10

Description

C-E002 (CE002)errorcode

after upgrading to version 20 firmware (Phase 2).
and unable to enter the Service mode directly or via Trouble Reset under normal operation.

Solution

PROBABLE CAUSES:
1. Upgrading of firmware
The optional hard drive has not been set for the new version.
If the optional HDD is installed, please update the program by the procedure below.If the optional HDD is not installed, use conventional procedure as outlined in the Service Manual.
a. Perform ISW.
b. If main power switch is turned OFF/ON, [C-E002] is indicated.
c. Access to the Service mode by pressing [Utility] on the operation panel.
d. From [State confirmation] => [Memory/HDD Condition], press [HDD version up] then press [Start].
e. If OK is displayed, turn OFF/ON the engine power switch.
Note : Once the firmware is upgraded to level 20.0 it cannot be downgraded to level 17.0 because of significant differences to the code. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Inability to enter the Service mode directly or via Trouble Reset under normal operation
Memory problem. The bizhub 600/750comes standard with512MB of memory (two 256MB DIMMs). If one or both of the memory modules is/are missing or malfunctioning, C-E002 will be indicated.
Reseat or replace the memory (p/n 56UA89080 - 256MB DIMM).
SPECIAL NOTE :Solution provided by Andrew Wilson, Albin Business Machines.

Solution ID TAUS0700205EN* **Solution Usage** 1

Description

C-2702 (C2702) and/or C-2703 (C2703) code.

Solution

PROBABLE CAUSES:
1. Failed T/S corona.
Remove the T/S corona unit. If blank copies can be printed without a service code appearing, replace the T/S corona unit (p/n 57AA-2600).
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

2. The HV unit has failed.
Replace the HV unit (p/n 56AA84010).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0700317EN* **Solution Usage** 5

Description

'Now Warming Up' message. C-2801 (C2801) may also be indicated and copies may be "gray".

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Solution

CAUSE: Dirty or failed Toner Control Sensor Board.

SOLUTION: Check Service Call Counter 28-01 (Maximum Density Correction Error 1) for excessive counts. Clean or replace the Toner Control Sensor Board (p/n 56AA 9102E).
SPECIAL NOTE : Solution contribution by Bill Hall and David Silverstein, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0700414EN* **Solution Usage** 15

Description

C-2203 during the copy or printing process. May be intermittent.

Solution

PROBABLE CAUSES:
1.Failed Printer Driver Board (PRCB).
Replace the Printer Driver Board (p/n 57AA-9020).

2.The developing unit is binding or the attached mylar on the developing unit cover has become dislodged.
Inspect the developing unit for binding or dislodged mylar on the developing unit cover and repair as needed.

3. The drum drive motor M2 is failing.
Replace the drum drive motor M2 (p/n 57AA80080).

4. Cleaning blade has "flipped".
Replace the Cleaning blade (p/n 57AA20080). Please note that:
a. If there is a deformation in the supporting section of the Blade Support Plate Caulking, replace both the Blade Support Plate Caulking and the Hinge (p/n 56AA21160) at the same time. Please refer to the attached file for the confirmation method.
b. If the interference between the Blade Support Plate Caulking and the Toner Scattering Prevention Molt plane of Toner Guide Roller is excessive, replace the Toner Guide Roller (p/n 57AAR71100). Please refer to the attached file for the confirmation method.
c.Once blade flipping occurs, the possibility of reoccurrence will rise because ofDrum surface damage. Replacethe Drum.
d.If a user isfrequently continuousprinting, set the DIPSW as follows.
-DIPSW 7-0 = 0, 7-1 = 1 (Toner Guide Roller current value correction)
-DIPSW 12-0 = 1 (Interval for printing black band patterns; every 6 prints)
Note : Only as a guideline, the users withnumerous continuous prints means, as an average,one print job is more than 500 pages or more than the half of the past 100 jobs combined.
Forusers whointermittently print, theaforementioned actions cannot be recommended because there would be insufficient cleaning by the blade.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD and KMBT (Japan).

Solution ID TAUS0700680EN* **Solution Usage** 10

Description

C-6708 (C6708) code.

Solution

PROBABLE CAUSES:
1. Failed lamp inverter board (Lamp Starter).
Note : May also see intermittent black copies.
Replace the lamp inverter board (p/n 57AA83510).

2. Loose or failed exposure lamp (L1).
Reseat the L1 connector. If the problem persists, replace L1 (p/n 57AA 8301 0).
Note : This may only occur in the morning.

3. Firmware update required ifthe error is generated when ADF key is pressed in the Service Mode.
Please update the machine firmware to version 31 or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701096EN* **Solution Usage** 2

Description

C-5005 (C5005) at power up or during the copy process. The error code may be intermittent.

Solution

PROBABLE CAUSES:
1.Failed Paper Feed Drive Assembly.
Replace the Paper Feed Drive Assembly (p/n57AA R708 00).

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2. Failed Printer Control Board(PRCB).
Replace thePRCB (p/n 57AA-9020).

3. The vertical conveyance unit door grounding spring is not making full contact with the earth plate when the door is shut.
Verifyor stretchthe vertical conveyance unit door grounding springso that it ismaking full contact to the earth plate when the door is shut. Please review attached document for component location.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

4. Corrupt firmware or the firmware version is for a bizhub 750 and not the bizhub 600 or vice versa.
Re-flash the PRCB using the file for the correct MFP. The file for the bizhub 600 is displayed on the machine with a prefix of 57BA(a prefix of 57AAis for the bizhub 750).
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0701216EN* **Solution Usage** 4

Description

TX/RX Communication Test forCS Remote Care (CSRC)cannot be successfully performed until after a successful setup E-mail has been received. As a result, if the communication test is unsuccessful, a Communication log for troubleshooting cannot be printed out.

Solution

CAUSE: Firmware update required.

SOLUTION: Special firmware (57AA-0100-GCH-30-000, version 30-CH) for the bizhub 600/750 has been released to address this issue.The RX/TX Communication Test can now be performed normally andit is no longer necessary for the bizhub 600/750 to first receive a successful setup E-mail. This function will be included in the next major firmware release.
Note :The latest version firmwareor system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/SSD

Solution ID TAUS0703253EN* **Solution Usage** 0

Description

Unable to print via account tracking. Receiving " No account set for group authentication" message in the bizhub 600/750 job log list.

Solution

CAUSE:The User Authentication and/or Account trackaccount this is specified in the print driver has not been setupon the bizhub 600/750.

SOLUTION:The bizhub 600/750 must be programmed with theUser Authentication and/or Account trackaccountthat is being specified in the print driver.Perform the following to access the User Authentication/Account track settings on the bizhub 600/750:
1. Press the "Utility/Counter" button.
2. On the LCD, press "Administrator Setting".
3. Enter the Administrator Password (if applicable).
4. Select 4, "User Authentication/Account track".
Note : Please refer to the attacheddocumentation (27.8MB)for moredetail on bizhub 600/750 setup.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0703502EN* **Solution Usage** 1

Description

Buttons are disappearing under the utility mode.

Solution

CAUSE: Possible problem with the HDD.

SOLUTION:Disable the HDD in the service mode and restart the machine. If the buttons now show, try enablingthe HDDagain and then check for the buttons. If the problem persists, try formatting the HDD. If the problem still persists thenreplace the HDD (Item #15NL).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0703652EN* **Solution Usage** 1

Description

C-D301 at power up.

Solution

CAUSE: The firmware on the Image CF card or System CF card is corrupt.

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SOLUTION: Download and install the base firmware for both CF cards, Image and System. Re-flash the machine if needed.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703653EN* **Solution Usage** 1

Description

J7243 from paper Tray 1 or Tray 2 only, intermittently.

Solution

CAUSE: The side guides for the paper trays have been moved towards the rear of the machine. This is caused by the drawers being inserted with to much force when fully loaded with paper.This causes the paper to buckle in the punch unit and jam.

SOLUTION: Loosen all eight screw in the bottom of the paper tray and adjust the mechanical centering for the tray forward.

SPECIAL NOTE : Solution contribution by Gerald Koehl-Braden Business Systems.

Solution ID TAUS0800225EN* **Solution Usage** 0

Description

Why, when printing to the machine with duplex and tri-fold selected in the driver, are the pages output in the incorrect order?

Solution

The incorrect page order output when printing to the machine with duplex and tri-fold selected in the driver has been corrected with version 30UJ firmware. Please upgrade the machine firmware to version 30UJ or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0800229EN* **Solution Usage** 1

Description

Why are received faxes forwarded to E-mail as a PDF rotated 90 degrees?

Solution

The 90 degree rotation of received faxes by when they forwarded to E-mail as a PDF has been addressed with version 30UJ firmware. Please upgrade the machine firmware to version 30UJ or later.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0800306EN* **Solution Usage** 1

Description

J3209 code.

Solution

CAUSE:The exit sensor will not change state in the IO mode and the fuser exit sensor has been replaced.Failed ADUDB.

SOLUTION: Replace the ADUDB (p/n 57AA 904 1E).

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SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800341EN* **Solution Usage** 1

Description
When attempting to connect to the Equitrac© Key Counter, all customer one-touches are lost.

Solution
CAUSE: Wrong counter option is being selected machine management section.

SOLUTION: Select "Key Counter Only".
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800424EN* **Solution Usage** 1

Description
Constant Konica Minolta logo on start up.

Solution
CAUSE:Corrupt code on CF card in the System CB and/or the CF card in the Image CB is corrupt; theMFP HDD or the NVRAM has failed.

SOLUTION: Disconnect the HDD from the MFP. Download the base code for both CF cards and install. Instead of deleting the files from the CF cards, cut-and-paste them to a temporary folder and then install the new code. This process seems to be more stable than just deleting the files. Once the files are placed on the CF cards, delete the old files.
The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more.
At the completion of rewriting the CF cards, theMFP firmware level will be at version 10. If the Konica Minolta Logo is still being displayed, the NVRAM may need to be replaced. Upgrade the firmware after determining that theMFP starts properly. Install version 17, 20, and then 31. Reconnect theMFP HDD if one was installed.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800452EN* **Solution Usage** 1

Description
When using Vendor mode, copy jobs print out but print jobs do not.

Solution
CAUSE: Incorrect setings.

SOLUTION: Afterenabling Vendor mode,set the security settings for the function of Vendor mode. To Access the settings, use the following instructions.
"Administrator Settings" => "Security Settings" => "Function Management Settings" => "Usage Settings".
The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabledwill be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800753EN* **Solution Usage** 2

Description
C5008 (C-5008) code on start up.

Solution
CAUSE: According to the manual the ADU drive serial input is abnormal. The serial data is not received from the ADU drive board (ADUDB) with a specificID within a specified period of time after the power switch (SW2) is turned ON. The probable cause is a failed ADU drive board (ADUDB).

SOLUTION: Replace the ADU drive board (p/n 57AA -904 0).
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800825EN* **Solution Usage** 0

Description
In the Administrator mode, the number of fax redial attempts cannot be increased.The display (and the manual) indicates that up to 7 should be possible.

Solution
CAUSE: Incorrect setting.

SOLUTION: To allow up to 7 re-dial attempts, perform the following:
1. Press the Utility/Counter key.

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2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [FAX] on the touchscreen.
5. Touch [System] on the touchscreen.
6. Touch [Communication Setting] on the touchscreen.
7. Touch [-] or [+] on the touchscreen until the desired redial attempt value is displayed on the touchscreen. The redial attempt value can be set from 0 to 7.
8. Touch [End] on the touchscreen.
9. Touch [Function Parameter] on the touchscreen.
10. Touch [Address] on the touchscreen. Using the right-arrow, scroll to the furthest bit on the right side of the address.
11. Press the 1 key. The address displayed should be [000B0001].
12. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
13. Touch [Decision] on the touchscreen.
14. Touch [Address] on the touchscreen. Use the right-arrow key and scroll to the furthest bit on the right side of the address.
15. Press the 2 key. The address displayed should be [000B0002].
16. Touch [Data] on the touchscreen. Use the right-arrow key and scroll to each of the last three bits on the right side of the address and press the 1 key. The address displayed should be [00000111] with a value of [07] displayed to the right of the data.
17. Touch [Decision] on the touchscreen.
18. Touch [End] on the touchscreen.
19. Touch [Exit] on the touchscreen.

Note : If the number of re-dials is subsequently changed to a lowernumberin the Admin mode, that number will be the maximum unless the procedure above is repeated.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801013EN* **Solution Usage** 1

Description

Tray 3 will not change paper size.The tray keeps indicating that there is 8.5x11 Landscape sized paper installed even when Legal or 11x17 is loaded. If Tray 4 wereswitchedwithTray 3 the issue remainsat the inserted tray location does not follow the paper tray.

Solution

CAUSE: Incorrect settings.

SOLUTION: Press the Utility/Counter Key=> then the User Setting Key => press the System Setting key =>then the Paper Tray Setting Key =>select the Paper Type Key => then the Special Size Setting. Make sure the Special Size Setting is set to Standard Size 1. If set to Standard Size 2 the default and only size for the tray is 8.5x11 Landscape.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801065EN* **Solution Usage** 1

Description

When a copy job is selected with duplex, three-hole punch, staple and Page Number, J3201 can occur. Two sets of the document may complete but the third set will exit as an incomplete stapled set with pages remaining in the finisher.

Solution

CAUSE:Firmware bug.

SOLUTION:Install FS-504/FS-602 firmware version 20-CK to resolve this issue.This firmware is available via the Konica Minolta Download Selector. Access the Selector from SSDWeb Support (CS Expert Support) by clicking 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0801066EN* **Solution Usage** 2

Description

"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution

CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive withtwo connector types. Switch connectors. If this does not resolve issue, contact HECON® for assitance in obtaining correct connector for specific device.
HECON® Copy Control Products are now handled exclusively bythe worldwidedistributor, High Tech Accessory Items, and bythe Canadian distributor, Densigraphix Kopi. Information on HECON® Copy Control Products can be found on their web sites below.
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SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801155EN* **Solution Usage** 8

Description
C-020x error codesindicatedin the morning or when the machine comes out of Sleep mode.

Solution
CAUSE: Corrupt firmware.

SOLUTION: Reflash the machine to version 30 firmware.After version 30 is installed, flash again with the attached special patch (600 750 PC common.exe) to resolve the error code. Please also refer to the attachedRelease Notes.
Notes :
1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801457EN* **Solution Usage** 1

Description
When printing from AS/400®, the writer fails when printer runs out of paper.

Solution
CAUSE:The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

SOLUTION:Increasing the Network timeout on the MFP corrects the issue.To set the Network timeout use the following procedure:
Most MFPs:
1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

bizhub PRO 1050:
1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
2.Set 300 seconds and press the SET button.

bizhub PRO 920:
1. Press the utility button and then the controller button on the LCD.
2.Select the Interface setting => Network setting.
3. Enter 300 seconds and press the SET button.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0801529EN* **Solution Usage** 2

Description
Servicecode C-D501 (CD501).

Solution
CAUSE: Failed board.

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SOLUTION: Replace the System Control Board

(p/n 57AA -906 2E) biz750
(p/n 57BA -906 2E)biz600

It may also be necessary to replace the NVRAM.

Solution ID TAUS0801548EN* **Solution Usage** 1

Description
C-D501 (CD501) and "System Control Rom startup/error" message. The code does not appear if the IC-202 is removed before powering ON the MFP.

Solution
CAUSE: Firmware problem.

SOLUTION: Flash the machine to version 30 (or higher) firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution byMark Maley, Copytronics.

Solution ID TAUS0801915EN* **Solution Usage** 0

Description
Fax reception works properly, but transmissions fail.

Solution
CAUSE: Incorrect setting.

SOLUTION: Make sure the OEM setting is "Off." Enter the Service mode and select System 2, then OEM setting to check or change this setting.
SPECIAL NOTE : Solution contribution by Mark Walker, KMBS/Dallas.

Solution ID TAUS0801947EN* **Solution Usage** 1

Description
PK-505, C-1002 (C1002) and C-1132 (C1132) codes.

Solution
CAUSE:Failed Punch unit board.

SOLUTION: Try disconnecting the Punch unit board. If the codes go away,replace the Punch unit board (p/n 15KA -901 1E).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802011EN* **Solution Usage** 1

Description
There is no duplexing selection available on the operation panel for 1:2 or 2:2.

Solution
CAUSE: Machine settings are corrupt. MFP failed to reset to default settings.

SOLUTION: To correct:
1. Access Tech Rep mode, go to State Confirm and Load check.
2. Run code 93-0.
3. Press Start. This stores the NVRAM settings that should contain the defaults.
4. Go back to System 2, Dipswitch settings, and set DIPSW31-0 to OFF, unlocking advanced output settings.
5. Go back to State Confirm, Load check and run 92-0 in the Output mode. This resets the NVRAM/Parameter Memory board to initial state.
6. Go back to System 1.
7. Reset the Marketing destination for U.S.
8. Go to Load check and run code 96-0 in the Output mode. This restores settings from 93-0 to the NVRAM.
9. Go to System 2, Dipswitch settings, and set DIPSW 31-0 to ON, locking new settings in place.
10. Back out to the basic screen and the duplex buttons should be selectable.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0802192EN* **Solution Usage** 0

Description

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In the Job List screen the "Increase Priority" button is not available.

Solution

CAUSE: Key counter is installed.

SOLUTION: According to specifications, this function is not compatible with key counters.
Note : If no key counter is installed, verify that the Administrator Setting/System Setting/Restrict User Access/Restrict Access to Job Settings/Changing Job Priority is set to "Allow."
SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0802218EN* **Solution Usage** 1

Description

When an external counter (such as Hecon®) is installed, Automatic Tray Selection and Automatic Paper Selection are not available.

Solution

CAUSE: Incorrect setting.

SOLUTION: To enable ATS and APS with a key counter, perform the following:
1. Enter the Service mode.
2. Press Stop-9 to enter the Billing Settings mode.
3. In the Billing Settings screen, select Management Function Choice.
4. Select Key Counter.
5. Select Message Type 1.
6. Exit the Service mode.

SPECIAL NOTE : Solution contribution by Steve Estrada, KMBS/San Antonio.

Solution ID TAUS0802328EN* **Solution Usage** 1

Description

Error 1 message is displayed when running the auto gamma one or two adjustment.

Solution

CAUSE:The Toner Control Sensor Assembly is dirty or has failed.

SOLUTION: Clean the sensors on theToner Control Sensor Assembly.If necessary, replace the Toner Control Sensor Assembly(p/n 56AA-9100).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0802630EN* **Solution Usage** 1

Description

Code 0003 when TX/RX button is pressed. Communication fails.

Solution

CAUSE: Wrong machine firmware level is installed for CSRC operation.

SOLUTION: Install machine firmware minimum level 30-CZ. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0802895EN* **Solution Usage** 2

Description

The MFP may stop communicating with vCare after an MFP RAM clear is performed.

Solution

CAUSE: A RAM clear on the MFP can cause the MFP to stop communicating with vCare.

SOLUTION: Reset the vCare settings on the MFP.

Workgroup Models
In Tech Rep mode, perform the following procedure:

CS Remote Care -> Server Settings: select Data Initialization; press Yes, then press End.
CS Remote Care -> Detail Settings: select RAM Clear; press Set, then press End.

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Turn the MFP off and back on. (It is important tocycle the power.)
After the MFP powers up, re-enter all of the vCare settings and confirm successful communication with the vCare system.
For detailed information,refer to the "Ram Clear Settings" and "Data Initialization Settings" section of the bizhub vCare/CS Remote Care email Setup Instructions for each specific model.

PRO Models
The settings for PRO models vary depending upon how the bizhub PRO MFP is configured to communicate with vCare. For details, refer to the "CS Remote Care Initialization" section of the bizhub vCare/CS Remote Care Email Setup instructions for each specific model.
In addition, after performing "CS Remote Care Initialization" and cycling the power, reset the IP controller, main body or (for the C500 only) Fiery® controller email settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0807903EN* **Solution Usage** 1

Description
When copying from the glass, the user must click "finish" before output begins.

Solution
CAUSE: The machine is set for "sort" mode.

SOLUTION: Change the machine to "group" mode. To do this,touch the "finishing" button, then select "group" and touch "OK".
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0808225EN* **Solution Usage** 0

Description
PROBLEM: The machine is spilling toner onto the T/S corona unit.

Solution
CAUSE: The toner control sensor board has failed. This causes the toner to be unregulated and spill into the machine.

SOLUTION: Replace the toner control sensor board(p/n 56AA 910 2E) as well as the developer to correct the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0808288EN* **Solution Usage** 1

Description
Problem:

The machine will indicate Please Wait Scanning Originals then it will indicate stopping and just hang there.
The machine will have to be power cycled from the main power switch to recover.

Solution

Cause:

Corrupt system files on the CF cards on the ICB and SCB.

Solution:

Please reload the system and Image CF cards with the BASE firmware.
Make sure you mark the CF cards because they are different sizes.
Do not format the cards just delete the files contained on the cards and copy the downloaded files from the base firmware back onto the cards.
This will put the machine to level 10 firmware and the HDD and Fax kit may not work, soleave them disconnected.
Please flash the machine to version 20 before re-connecting the HDD and fax kit.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

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Solution ID TAUS0700740EN* **Solution Usage** 5

Description
An hourglass is displayed on the operation panel at power up.

Solution
CAUSE: The code on CF card in the System CB and or the CF card in the Image CB is corrupt.

SOLUTION: Download the base code for BOTH CF cards and install. The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note :Instead of deleting the files from the CF cards, cut and paste them to temporary folder and then install the new code. This process seems to be more stable than just deleting the files. Once the files are placed on the CF cards, delete the old files.

Solution ID TAUS0650866EN* **Solution Usage** 3

Description
FS-504, J72-17, J72-20, and J72-21 jam codes.

Solution
CAUSE: Bad connection to PS6, the main tray exit sensor on FS-504

SOLUTION: Locate and repair loose wires on CN125. If necessary, replace the wiringharness (p/n 15JK 9001 1) that connects to PS6.
SPECIAL NOTE : Solution provided by Matt Nader, Albin Business Centers.

Solution ID TAUS0652012EN* **Solution Usage** 2

Description
The MFP display isblankor an hourglass icon is indicated.

Solution
CAUSE: The System Control CF card was not installed on the new System CB.

SOLUTION: Remove the System Control CF card from the back of the old board and install it on the new board.

System Control Board CF Assembly (p/n 57AE -952 0)

System Control Board for a bizhub 750 (p/n 57AA -906 1)

System Control Board for a bizhub 600 (p/n 57BA -906 1)
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0652200EN* **Solution Usage** 2

Description
When using the bypass tray, A3 size paper is indicated on the touchscreen when using an 8.5x11 document.

Solution
CAUSE: An anomaly within the firmware is causing the problem.

SOLUTION: Manually select a different size paper for the bypass tray using the Change Paper Size settings on the touchscreen, press OK. Repeat the previous step and change the paper size to Auto Paper Detect. The correct paper size will now be displayed.

Solution ID TAUS0657702EN* **Solution Usage** 2

Description
C-5303 (C5303) at power up.

Solution
CAUSE: The Power Supply Cooling Fan (FM16) has failed.

SOLUTION: Replace the failed Power Supply Cooling Fan in DCPS-2 (p/n 13NT80511).
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

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Solution ID TAUS0658157EN* **Solution Usage** 2

Description

Blue screen and hourglass. Unit will not boot up.

Solution

PROBABLE CAUSES:
1.After updating firmware, the system control CF becomes corrupt.
VxWorks® formatting is not on card. Re-order the CF card (p/n 57AE-9520) and reinstall the CF base code.
Notes :
a.The latest version CF base code is available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
b. The CF base code files can be used to replace damaged base code on the CF card or be placed on a new (blank) CF card formatted with VxWorks®.
CAUTION : The system and image CF cards should never beformatted with the Microsoft® Windows format. To rewrite the base code, delete the files and folders on the CF card, then copy the files and folders contained under the CFbase folder.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

2. Failed Image control board.
Replace the Image control board (p/n 57AA-9011) andflash the firmware to the latest version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0801652EN* **Solution Usage** 2

Description

TCP socket error occurs when using PageScope Web Connection if latest Adobe® Flash Player (Version 9.0.124.0) is installed. This problem does not occur on Adobe® Flash Player(Version 9.0.115.0)

Solution

CAUSE: Firmware update required.

SOLUTION: Please upgrade the MFP firmware to version J8 (i-Option 2) for bizhub C451/C550/C650/C203/C253/C353, versionGWJ-K1 for bizhub C252/C252P/C300/C351, version GWJ-K0 for bizhub C352/C352P/C450/C450P, version GWJ-K0 for bizhub C250/C250P, version GUC-13 for bizhub 501/421/361 and version 30-D4for bizhub 600/750. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Notes :
1.Please make sure to read the attached zipped Release Notes for other enhancements. To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To viewthe zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
3. Please see attached Web sample of the error.
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657212EN* **Solution Usage** 1

Description

FS-504, intermittent C1106 (C-1106).

Solution

CAUSE: Stapling regulating block is bound up.

SOLUTION: Adjust the rear regulating block for the stapling unit or replace the regulating block (p/n 15JK521700).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0700859EN* **Solution Usage** 1

Description

C-2401 at power up. C2803 (C-2803) may also be indicated.

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Solution

PROBABLE CAUSES:
1.C-2401 normally indicates a failed erase lamp, although it is caused, in this case, by a bind in the drum carriage.
Remove and inspect the drum carriage assembly. Run the Toner Cartridge Set mode as well asthe Developing unit/Drum.

2. Open ICP6 on the PRCB.
Check for broken or shorted wires in Tray 3 areaand repair as necessary. Replace the PRCB (p/n 57AA-9020).After replacing the PRCB, go to the Service Mode and set softswitch 32, bit 1 to"0" (OFF).Then re-flash the firmware and, after restarting the machine, set softswitch 32, bit 1 to "1" (ON).
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701386EN* **Solution Usage** 1

Description

There is no duplexing selection available on the operation panel for 1:2 or 2:2.

Solution

CAUSE: Machine settings are corrupt. MFP failed to reset to default settings.

SOLUTION: To correct:
1. Access Tech Rep mode, go to State Confirm and Load check.
2. Run code 93-0.
3. Press Start. This stores the NVRAM settings that should contain the defaults.
4. Go back to System 2, Dipswitch settings, and set DIPSW31-0 to OFF, unlocking advanced output settings.
5. Go back to State Confirm, Load check and run 92-0 in the Output mode. This resets the NVRAM/Parameter Memory board to initial state.
6. Go back to System 1.
7. Reset the Marketing destination for U.S.
8. Go to Load check and run code 96-0 in the Output mode. This restores settings from 93-0 to the NVRAM.
9. Go to System 2, Dipswitch settings, and set DIPSW 31-0 to ON, locking new settings in place.
10. Back out to the basic screen and the duplex buttons should be selectable.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0653515EN* **Solution Usage** 0

Description

C-1132 at power up.

Solution

CAUSE: Early version firmware is installed.

SOLUTION: Upgrade the firmware to version 17 or above. The latest version of firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note :When the punch unit is not installed on the machine and the punch unit is added to the driver and selected, a C-1132 will be indicated. Version 17 firmware resolves this problem.

Solution ID TAUS0653522EN* **Solution Usage** 0

Description

C5002 (C-5002) code.

Solution

CAUSE: Failed PRCB.

SOLUTION: Replace the PRCB (p/n 57AA-9020).

Solution ID TAUS0656820EN* **Solution Usage**

Description

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NO MATCHING PAPER SIZE message when copying small size originals off the platen glass, and the paper tray must be manually selected.

Solution

CAUSE: ATS and no matching paper size settings are disabled.

SOLUTION:Perform the following procedure to resolve the no matching paper display message when copying small/odd size originals off the platen glass:
1. Press the Utility key.
2. Press the User Settings.
3. Press #1 System Settings.
4. Press #3 Paper Tray Settings.
5. Press #3 ATS Switching ON/OFF and set to ALLOW.Press OK.
6. Press #4 No Matching Paper in Tray Setting and select Switch Trays.Press OK.
7. Press close 4 times to return to the default LCD screen.

Solution ID TAUS0657213EN* **Solution Usage**

Description

FK-502, received faxes are partially blank and R29 and T31 codes are indicated.

Solution

CAUSE: ECM mode is ON.

SOLUTION: Disable ECM mode by performing the following:
1. Enter the Tech Rep mode.
2. Select FAX.
3. Select COMMUNICATION.
4. Select OTHERS.
5. Select OFF for ECM mode.

Solution ID TAUS0657255EN* **Solution Usage**

Description

The message "Replenish Paper" is displayed for Tray 1, Tray2, Tray3 or Tray4yet paper is in the cassette.

Solution

CAUSE: Possible failed PRCB.

SOLUTION: Confirm that the paper tray set signal is at a High (H). The set signal can be checked by:
1. Entering the Service Mode.
2. Selecting State Confirmation.
3. Selecting Sensor Check.
4. Entering 17 under Check Code.
5. Entering 1 under Multi Code. IfLOW (L) is indicated, the set signal loop is not complete or the PRCB has failed. The loop for the set signal can be checked by:
   a. Unplugging the machine and accessing the PRCB.
   b. Removingthe appropriate connectorfrom the PRCB and,with Tray 1 pushed into the machine, test for continuity between pins (refer to table below). If there is continuity replace the PRCB (p/n 57AA-9020).

Tray and Connector	Measure Between	
	Pin	Pin
Tray 1	CN235	1
		2

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Tray 2

CN235

5

6

Tray 3

CN236

A1

A11

Tray 4

CN236

B1

B11

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0657410EN* **Solution Usage**

Description

"Turn ON the power switch again" message and C-6704 service code when making copies through the document handler or from the platen.

Solution

CAUSE:An image processing abnormality. While the copier is performing the image read and compression process into system memory, the compression processing from the scanner into the memory does not terminate within a specified period of time.

SOLUTION:Please reseat the512MB of EDH memory on the SCB (System Control Board). Power OFF/ON the main power switchto clear the code. If the issue is not reset, replace the System Control Board (p/n 57AA-9011).

Solution ID TAUS0657630EN* **Solution Usage**

Description

DF604, extraneous light causing erratic reading of the original size.

Solution

CAUSE: Modification required.

SOLUTION: Install plastic filters (p/n 13QAK0040)over the sensors in the document feeder.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0700988EN* **Solution Usage**

Description

C-3901 (C3901) at power up.

Solution

PROBABLE CAUSES:
1. Loose connectors on the PRCB, IMCB and System CB.
Reseat all connectors on the PRCB, IMCB and the System CB.
Note : C-3901 represents a fuser abnormality code which will also trip softswitch 3-1. In this case, the softswitch was not being tripped, thus, the fuser code was erroneous and caused by a faulty connection.

2. The thermostat next to the Upper fusing roller has failed.
Replace the thermostat (p/n SP-0021) and be sure to use adjusting jigs:
PART NUMBER ITEM
57AE JG01 0 THERMOSTAT PS JIG UPPER
57AA JG01 0 THERMOSTAT PS JIG UPPER

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57AA JG02 0 TEMPERATURE PS JIG UPPER
57AA JG03 0 TEMPERATURE PS JIG LOWER
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD and Don St. Onge, Workgroup/SSD

Solution ID TAUS0703158EN* **Solution Usage**

Description
After installing firmware version 30-CT, the status of the MFP on the Device List, using HP® Web JetAdmin© is incorrect.

Solution
CAUSE:A possible bug with version 30-CT firmware.
Note : This issue is currently under investigation based on the release notes for the version 30-CT firmware.

SOLUTION: If experiencing this issue, please downgradethe MFPto firmware version 30. Note : Firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0703214EN* **Solution Usage**

Description
C-0304 code at power up.

Solution
CAUSE: The ADU Cooling Fan (FM10) has failed.

SOLUTION: Replace the ADU Cooling Fan(p/n 56AA80550).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703228EN* **Solution Usage**

Description
USB thumb drive is not recognized by the machine. Numerous different thumb drives have been tried.

Solution
CAUSE: The USB connection on the System Control Board is damaged.

SOLUTION: Replace the System Control Board (p/n 57AA-9061 for the bizhub 750 and p/n 57BA-9061 for the bizhub 600).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703318EN* **Solution Usage**

Description
When using FS-602 with corner staple, page numbering and stamping feature the pages are out of order. When selecting the sort feature the pages are out of order and sometimes page 5, for example, will be in the next set as page one.

Solution
CAUSE: Firmware update required.

SOLUTION: Update the FS-602 finisher firmware to version 20_CK or greater.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID TAUS0703507EN* **Solution Usage**

Description
FK-502, "Job Improperly Done" message when transmitting or receiving.

Solution
CAUSE: Utility Admin settings data may have been corrupted.

SOLUTION: Access the Tech Rep mode:
1. Utility/Counter then Detail, press Stop 00 Stop 01.
2. Select System 1, select Initialization then Utility/Administrator Settings Data (should already be highlighted).
3. Press Start and wait for initialization Complete, then touch OK (upper right of LCD).
4. Then exit, exit now back to basic screen.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

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Solution ID TAUS0703536EN* **Solution Usage**

Description

PROBLEM: The machine indicates the incorrect user name or password ED9C7 when attempting to scan to SMB on a server or workstation with an account created for scanning.

Solution

CAUSE: An account is created on the server or workstation to provide a user name and password, either because the workstation does not use a password or the administrator does not want to use their password on the server. The created account does not have administrator rights. This will cause the scan to be rejected.

SOLUTION: Assign administrator rights to the account created for scanning purposes.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0703591EN* **Solution Usage**

Description

FS-602, J-7219 (J7219) intermittently.

Solution

CAUSE: The Stacker enterance motor (M13)has failed.

SOLUTION: Replace the Stacker enterance motor (p/n 12WM80030).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703606EN* **Solution Usage**

Description

J65-20 codeat power-up.

Solution

CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n 57AA-9020).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703745EN* **Solution Usage**

Description

FS-504, up/down tray does not rise at power up.

Solution

CAUSE: Up/down tray (p/n 15JK48011) unable to initialize due to obstruction below tray.

SOLUTION: Remove obstruction and instruct customernot to place any boxes, paper reamsor a trash can beneath the up/down tray. Replace the following gears if damaged: Up/Down Gear B -59T/16T, item 23in Parts Catalog (p/n 14JS77020) and Up/Down Gear A - 40T/27T,item 22 (p/n 14JS77011).
SPECIAL NOTE : Solution provided by Tom DeArmond -Perry Corporation -Lima, Ohio

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Solution ID TAUS0800132EN* **Solution Usage**

Description

"Server connect error" or "Forward TX error" is indicated and unable to perform Scan-to-E-mail using SSL/TLS.

Solution

CAUSE: Firmware bug in which the neccessarycommands to start the SSL/TLS communication are notprovided by the bizhub 750/600.

SOLUTION: Firmware version 30-CW is available that corrects this issue. Please refer to the attachedRelease Notesprior to installing the firmware (file attached).
Note : The firmware is also available from the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

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Solution ID TAUS0800196EN* **Solution Usage**

Description

"It is the scheduled inspection time of the equipment" is displayed on the operation panel and it will not clear from the display.

Solution

CAUSE: ThePM counter or a parts counter set count has been exceeded.Reset the appropriate counter and exit.

SOLUTION: To reset:
1. TurnOFF the Main Switch and Sub Switch.
2. Hold the Utility/Counter button.
3. TurnON the Main Switch and Sub Switch.
4. Wait until the Trouble Reset buttonis visible.
5. Click on Stop 00, Stop 01.
6. Exit.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0800223EN* **Solution Usage**

Description

When sending or receiving a fax, why does the call not disconnect at the end of the job?

Solution

The inability to disconnect the phone line at the end of a fax transmission or reception has been addressed with version GC6-07 firmware for the FK-502. Please update the FK-502 firmware GC6-07 and the main body firmware to version 31 or above.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0800226EN* **Solution Usage**

Description

When opening a PDF stored using the annotation setting on a PC, why does the last page appear as the first page of the scanned PDF?

Solution

The last page appearing as the first page of a scanned PDF document when using the annotation setting has been addressed with version 30UJ firmware. Please upgrade the machine firmware to version 30UJ or later.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0800231EN* **Solution Usage**

Description

Why is the test pattern intermittentlylight when carrying out the LD1 and LD2 offset adjustment for LS178.5?

Solution

The output of intermittent light test patterns when running the LD1 and LD2 offset adjustment for LS178.5 has been addressed with version 31 firmware. Please upgrade the machine firmware to version 31 or later.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0800369EN* **Solution Usage**

Description

No power.

Solution

CAUSE: DCPS1 has failed.

SOLUTION: Replace the failed power supply, (p/n 56AE 8451 1).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800640EN* **Solution Usage**

Description

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FK-502, after enabling the PBX mode for the fax unit, numbers entered as one-touches require the addition of a P (Pause) to function.

Solution

CAUSE: The waiting time between the PBX number entry and the dialed number is too brief. The default is only 3ms.

SOLUTION: Increase the “Waiting Time” between the PBX number entry and the dialed number to 8ms.To change the PBX waiting time the setting must be changed in the Function parameter settings.To change a Function Parameter setting:
1. Enter the Service mode.Hold the “Utility” key down on start up. When the “Trouble Reset“ screen is indicated, hit the following keys (STOP, 0, 0, STOP, 0, 1).
2. Once in the [Service mode setting] screen press the “FAX” key.
3. Press the “Function Parameter Setting” key.
4. Select the address and then, enter the address using [A] - [F] key or keypad.
5. Next, select the data and enter a value using binary numbers with keypad.
6. When the address and the value are correct, press the [Decision] key.
7. After the settings have been completed, press the [END] key.
8. Change address (000e00b2) to (00001000).
9. Restart the MFP after selecting the “Decision” key.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800828EN* **Solution Usage**

Description

Continuous C-D001 (CD001) code.

Solution

CAUSE: Corrupt data on the hard disk drive.

SOLUTION:In the Service mode:
1.Touch State confirmation.
2.Touch Memory HDD adjustment.
3.Touch HDD format, touch 1 and YES.
4.When the machine finishes formatting the hard disk drive exit from the service mode and power cycle the machine.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0800864EN* **Solution Usage**

Description

C-0103 (C0103) error; no paper found.

Solution

CAUSE:Failed registration motor (M5)or M5 binding.

SOLUTION: Replace M5 (p/n 27LA80010), PRCB (p/n 57AA-9020) and/or the ADUDB (p/n 57AA 904 1E).

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0801121EN* **Solution Usage**

Description

Open front door indication. "Please close section properly" message.

Solution

PROBABLE CAUSES:
1. No voltage at door switch.
2. Failure of ADU board.

SOLUTIONS:
1. Replace the DCPS1 (p/n 57AE84511).
2. Replace the ADU board (p/n 57AA -904 1E)

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801132EN* **Solution Usage**

Description

User boxesand data are disappearing.

Solution

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CAUSE: Faulty HDD IDE cable.

SOLUTION: Please check the HDD IDE cable for pinching ordamage from the back cover of machine. Replace if needed.
Note : Cable can be sourced locally.
SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0801193EN* **Solution Usage**

Description
C2804 (C-2804) code at power up.

Solution
CAUSE: The Toner Control Sensor board has failed.

SOLUTION: Replace the Toner Control Sensor board (p/n 56AA-9100).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801198EN* **Solution Usage**

Description
Constant J3204 jam only when exiting in face down mode from all trays.

Solution
CAUSE: The reversal motor M6 has failed.

SOLUTION: Replace the reversal motor M6 (p/n 56AA80110).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801312EN* **Solution Usage**

Description
The tray adjustment has been performed, but the manual bypass keeps reverting to detecting letter as A4.

Solution
CAUSE: Failed variable resistor.

SOLUTION:Check the VR mechanism in the bypass tray to make sure the gears are meshing properly.Use the state confirmation mode to check the variable resistor (Sensor Check/Code 14, multi-code 5). When the guides are moved from their narrowest to their widest point, the value displayed should change from approximately 255 to 0.If the value does not get close to either of these extremes or varies significantlywhen the guides are not being moved, replace VR5(p/n 56AA 8560 1).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801471EN* **Solution Usage**

Description
When pressing the Start key the machine does not respond.

Solution
CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n 57AA-9020).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801494EN* **Solution Usage**

Description
FK-502, T81 code when using the off hook function.

Solution
CAUSE: Dial detection is enabled.

SOLUTION: Disable Dial Detection by performing the following:
1. Enter Tech Rep Mode.

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2. Select Fax.
3. Select network Setting.
4. Select Network Setting 2.
5. Press OFF under Dial tone detection.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801621EN* **Solution Usage**

Description
Three-hole (3-hole) punch is not available when using the ZU-602.

Solution
CAUSE: Incorrect settings.

SOLUTION: To program the correct settings:
1. Enter the Service mode.
2.Touch the "System 2" key, and touch the "DipSW Setting" key.
3.If 2-3 hole punch kit is installed, set DIPSW 22-1 = ON, 22-2=OFF, 22-5=ON, 26- 2=OFF and 26-3=ON. Be sure to select "Set" after changing bit or it will revert to previous setting.
4. Make sure switch 19-5 is OFF.
5.Power cycle the unit OFF/ON to complete the procedure.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801817EN* **Solution Usage**

Description
"Waiting" is indicated when a copy or print job is sent.

Solution
CAUSE: Drum problem.

SOLUTION: Replace the drum and perform the required adjustments (as shown in the Service Manual).
SPECIAL NOTE : Solution contribution byAndy Muller, Global Imaging Systems/Albany, NY

Solution ID TAUS0801880EN* **Solution Usage**

Description
C-0302 (C0302) code after two copies are made.

Solution
CAUSE: (FM6) suction fan has failed.

SOLUTION: Replace the (FM6) suction fan (p/n 27LA80510).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0801932EN* **Solution Usage**

Description
Scan to E-mail fails on large jobs. In the job list/scan tab/job history/detail screen "Server Disk Full" error is displayed. There is no problem with SMB scanning.

Solution
CAUSE: E-mail server limitation. The file size has exceeded the limit set for attachments at the destination E-mail server.

SOLUTION: Reduce the resolution and/or number of pages.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801954EN* **Solution Usage**

Description
Intermittently getting fax TX deleted due to error: Protocol error.

Solution
CAUSE: Incorrect type of connection to phone line. A 4-conductor wire was used to connect the machine to the phone jack.

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SOLUTION: Use a 2-wire line to connect the machine to the phone jack.
SPECIAL NOTE : Solution contribution by Bill Berkhahn -Central Office Systems.

Solution ID TAUS0802456EN* **Solution Usage**

Description

PROBLEM: Cannot find the adjustment for Post Card and Thick Paper Line Speed adjustment under the LD1 and LD2 Offset Adjustment in the copier's service mode.

Solution

Cause:
The firmware version of the Printer Controller is at version 21 and should be at version 22. The feature of Post Card and Thick paper Line Speed adjustment was added to the LD1 and LD2 Offset adjustments with this version.

Solution:
SOLUTION: Update the firmware to version l31_C22.

Access the Konica Minolta Download Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0802798EN* **Solution Usage**

Description

PROBLEM:

Waste toner is not being recycled in the cleaning unit.

Solution

CAUSE: The recycle clutch assembly (CL14) has failed.

SOLUTION: Replace the recycle clutch assembly (CL14) (p/n 56AA21071).

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0802893EN* **Solution Usage**

Description

False C-0201/C-0202/C-0203/C-0204/C-0205/C-0206/C-0207/C-0208/C-0209indicated intermittently.

Solution

CAUSE:Firmware update is required.

SOLUTION: Please update firmware toPrinter Controller Program C1-C5 (Ver. 30) or higher. The current file is labeled "600_750_PC_common.exe" (file is attached).
Please refer to the attached Release Notes prior to firmware installation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note :The latest version firmware and system software are also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0807935EN* **Solution Usage**

Description

Problem:

The control panel is fuzzy and not responding to the touch.

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Solution

Cause :

Control panel failure.

Solution:

Please replace the control panel (p/n 57AA-7000)

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0808049EN* **Solution Usage**

Description

FS504, Intermittent C-1101 codes.

Solution

CAUSE: Intermittent binding caused by the shift sensor (PS18) and the Shift motor (M2).

SOLUTION: Replace the Shift sensor (PS18) (p/n 08AA85512) and the Shift Motor (M2) (p/n 12QR-3611).

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0808050EN* **Solution Usage**

Description

Intermittent C-0201 and/orC-0202 codes.

Solution

CAUSE: Failure of the LCT regulating limiter and gear.

SOLUTION: Replace the LCT regulating limiter (p/n 56QA58400D) and the regulating gear (p/n 56AA77990).

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0808243EN* **Solution Usage**

Description

Problem:

When printing duplexed copies from tray 1 or 2 the machine will indicate a J17-04.

Solution

Cause:

Defective Separator Clutch.

Solution:

Please replace the separator clutch (p/n 57AA 8203 0).

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

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Solution ID TAUS0808299EN* **Solution Usage**

Description

The Save Document key is missing under User Box menu. Flashing firmware and replacing System Control Boards all failed to resolve issue.

Solution

Cause:
The copier has been mistakenly set in one of the vending modes.

Solution:
Enter the service mode and press the "STOP" and then the"9" Key from the touch key pad. Select the Management Function choice and then make sure the mode is set to "Unset". Power OFF and then ON the copier. The Save Document Key should have returned.

Note:
If the vending mode is enabled, it should be noted that there are limitations in function based on the modes used. To verify simply disable vending to see if function returns.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0808441EN* **Solution Usage**

Description

What can cause the machine to poweron witha J1712 code if PS36 checks OK in state confirmation?

Solution

The machine may power on with a J1712 codeeven though PS36 checks OK in state confirmation if the PRCB has failed. Please replace the PRCB (p/n 57AA 9021 F) to correct the J1712 code that is displayed when the machine powers on.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0808465EN* **Solution Usage**

Description

C-1139 error with a FS-504 connected

Solution

CAUSE: M303 registration shutter motor failure

SOLUTION: Inspect/Replace M303 registration shutter motor (p/n 13GQ-80011)

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0808526EN* **Solution Usage**

Description

Non-GUI connection dialog box is displayed after MFP error.

Solution

This issue has been escalated to Konica Minolta Business Technologies in Japan.

KMBS/SSD is working with our partners in support in Japan to obtain a resolution for this issue as quickly as possible.

Note: If viewing this solution via the web, please establish a ticket via either the web or by calling the SSD hotline center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when the solution is updated. For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "escalated to Japan".

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0900214EN* **Solution Usage**

Description

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C-2202 at machine power up.

Solution

CAUSE: Pinched wiring leaded to CN212 on the PRCB.

SOLUTION: Remove tie wraps leading to CN212 on the PRCB. If necessary, replace the main body wiring harness (p/n 57AA90010).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0900268EN* **Solution Usage**

Description

C-3803 at power up.Error code returns soon after Software Switch 3-1 is set to 0.

Solution

CAUSE:Failure of Thermistor 1 (TH1) or Thermistor 2 (TH2).

SOLUTION:To verify which fusing unit sensor is not operating properly, perform the following:
1.Clear the fusing unit error code by entering Service Mode => System 2 => DIP Sw Setting and changing Switch 3-1 to 0.
2.While still in Service Mode, select State Confirmation => Load Check.Run Output Code 45-1 (L2) and 45-2 (L3) for 5 seconds each.
3.Immediately go into Service Mode => State Confirmation => Sensor Check Input Code 3-1 (TH1) and 3-4 (TH2).Values read should be over 5.If the reading is 0 or 1, replace the corresponding component.
TH1 - p/n 57AA88010
TH2 - p/n 57AA88040
SPECIAL NOTE : Solution contribution by Ron Reed, ASG/SSD

Solution ID TAUS0900664EN* **Solution Usage**

Description

J-6203 and J-6201 (DF jams) (DF-604)

Solution

CAUSE: SDB and MI failure.

SOLUTION: Replace SDB (p/n 57AA-909 1E) and M1 (p/n 13QA R703 00)

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

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Solution ID TAUS0634060EN* **Solution Usage** 2

Description
List of equipment that is no longer being supported.

Solution
Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0638770EN* **Solution Usage** 0

Description
When printing from Corel© WordPerfect® (version 10, 11 or 12) paper will not pull from the specified paper tray when selected from the print driver.

Solution
CAUSE: Paper tray calls must be made within the application using page setup. Tray call settings in the driver are over-ruled by page definitions established from the application.

SOLUTION: Page definitions have to be created within the File menu, and selecting Page Setup. A page definition has to be created for each tray on the printer. The default page definition used in new documents is the letter definition. These definitions are printer-specific and should be created in the "printer page types" section. Perform the following:
1. Launch WordPerfect®.
2. Go to the "File Menu" and select "Page Setup".
3. Click on the "Page Setup" tab.
4. In the "Page Definition" section choose "Printer Page Types".
5. Click on the "Add" button.
6. In the "Name" section, give this definition a name (Corel© recommends identifying the tray from which to print (i.e., Tray 1).
7. In the "Type" section, select the stationery tray from which to print. For example, select the "letterhead" type when printing on letterhead stationery; otherwise select "standard" paper size when there is no option.
8. In the "Size" section, select the appropriate stationery size. When selecting paper that is not the standard size, select "User Defined Size and enter the Height and Width below.
9. In the "Source"section, select the tray where the stationery is located.
10. On the right-hand side of the screen in the "Show Page Size for" section make sure that only the current printer is selected. Click OK.
Note : Follow the steps outlined above for each tray.
11. To print a document from a specific tray, go to the beginning of the document and go into page setup to select the page definition, then print. The document will now print from the appropriate tray.

Solution ID TAUS0648409EN* **Solution Usage** 3

Description
"Failed to Get the Information" message when using SMB scan and attempting to browse the network for shared folders.

Solution
CAUSE: The TCP/IP* subnet information on the machine is set incorrectly.

SOLUTION: Verify that the subnet is set correctly. on the machine.
Example: If the machine and the workstation are using an address scheme of 192.186.x.x, the subnet should be set to 255.255.255.0. Setting the subnet to 255.255.0.0 may cause a time out when the machine scans for shared folders using the Reference button after entering the Hostname and Destination Folder under Scan to SMB settings.
Note: If the subnet is set to 255.255.0.0, printing can still be accomplished.

* Trademark ownership information

Solution ID TAUS0648455EN* **Solution Usage** 2

Description
FS602, maximum number of sheets that can be tri-folded.

Solution
When folding 16lb to 21-1/4lb 11x17, 8.5x14, 8.5x11, maximum 12-1/4 x18-1/16 length paper, the maximum number of sheets that can be folded is three.
When folding 21-1/4 to 28lb 11x17, 8.5x14, 8.5x11, maximum 12-1/4 x18-1/16 length paper, the maximum number of sheets that can be folded is one.

Solution ID TAUS0648503EN* **Solution Usage** 2

Description
Method to start up/exit the service mode (ISW).

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Solution

Refer to bulletin 5163 details.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0648506EN* **Solution Usage** 1

Description

How to permanently store PCL* fonts and macros on the bizhub 600 print system.

Solution

A download utility is available on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]] for this print system. The utility can be run on Microsoft* Windows 2000, Windows XP, Windows 98 and Windows ME. Once the resources have been downloaded they can be utilized from any operating system.
Note: Please carefully read the documentation that accompanies the utility to become familiar with all of the limitations and requirements of the program.

* Trademark ownership information

Solution ID TAUS0648535EN* **Solution Usage** 1

Description

Is the HD503 required for scanning to a box?

Solution

The HD503 is required for scan to box.

Solution ID TAUS0648568EN* **Solution Usage** 3

Description

The paper feed unit does not stand by itself. When user loads paper in the tray, the oscillating part of the feeding roller lies in the way and user lifts the part and let it stand up by itself. Compared to other models, the part is hard to stand by itself or falls down soon.

Solution

CAUSE: The plastic and copper bearings of the feed roller need to be swapped.

SOLUTION: Swap the plastic and copper bearings of the feed roller to correct the self-standing issue.
Notes:
1. If this resolves the problem, please inform Engineering.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0648749EN* **Solution Usage** 18

Description

How to set small size original detection to default to 8.5x11 paper.

Solution

To set small sized original detection for 8.5x11, perform the following:
1. Press Utility and then Details.
2. Press Stop, 0, 0, Stop, 0, 1.
3. Press System 1.
4. Press Original Size Detection.
5. Press Original Glass Small Size Detect.
6. Select 8.5x11 for paper size.
7. Press OK to save setting.
8. Press Exit to return to normal copy mode.

Solution ID TAUS0648800EN* **Solution Usage** 0

Description

How to isolate Tray 1, Tray2 or Tray3.

Solution

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To isolate the paper trays, perform the following:
1. Press the Utility/Counter key on the operation panel
2. Touch [Details] on the touchscreen.
3. Press Stop, 0, 0, Stop, 0, 1.
4. Touch [System 2] on touchscreen.
5. Touch [DipSW Setting] on the touchscreen.
6. Scroll to dipswitch 18-0 (Tray 1), 18-1 (Tray 2), 18-2 (Tray 3).
7. Touch [ON (1)] on the touchscreen.
8. Touch [Set] on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0648911EN* **Solution Usage** 4

Description

How to change scan file name for Scan-to-Email/FTP/SMB from the operation panel.

Solution

To change the scan file name for entries from Address Book, perform the following procedure:
1. Press [Scan] button.
2. Press [Address Book]
3. Perform "Detail Search" or select programmed destination button.

Note: The default scan settings are used then skip steps 4 and 5.
4. Press [Scan Setting] to change scanner setting.
5. Press [OK].
6. Press [Mode Check] button on the operation panel.
7. Press [Email Setting] in lower left hand corner
8. Press [Filename] button.
9. Press [Delete] until all characters are removed from the default filename field.
10. Enter new file name and press OK.
11. Press [Start] to scan the document.

Solution ID TAUS0648932EN* **Solution Usage** 6

Description

How to reflash the unit when a firmware update failure occurs (CC109).

Solution

To recover the firmware flash, perform the following:
1. Power OFF the 600.
2. Hold down the Utility key and power ON. Release after 10 seconds.
3. Press Trouble Reset.
4. When OK displays, press Stop, 0, 0, Stop, 0, 1.
5. Perform normal ISW upgrade procedure.

Solution ID TAUS0649590EN* **Solution Usage** 1

Description

Network scanning function clarification (IC-202 Controller for bizhub 750/600).

Solution

See Bulletin 05-GB-107 for details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0650237EN* **Solution Usage** 4

Description

How to recover the user Administrator Password if changed or lost.

Solution

To recover/change the Administrator password perform the following;
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Enter Administrator Password setting, and enter new Password.

Solution ID TAUS0650258EN* **Solution Usage** 2

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Description
Supplemental information about dipswitch No.5-1/5-0 (Lowering amount for the toner control patch bias).

Solution
See Bulletin Number 5246 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0650707EN* **Solution Usage** 2

Description
Cannot print to the copier/printer or PING it from a workstation or laptop using a crossover cable.

Solution
CAUSE: Failed System Control Board.

SOLUTION: Replace the System CB (p/n 57BA-9061).

Solution ID TAUS0650810EN* **Solution Usage** 2

Description
Can the AS/400* print to the bizhub 600 via LinkCom* III?

Solution
The bizhub 600/IC202, produced acceptable output when receiving jobs from the AS/400 via the LinkCom III. Both IPDS and SCS print jobs produced output that was correct and acceptable.

* Trademark ownership information

Solution ID TAUS0650868EN* **Solution Usage** 1

Description
Scan to E-mails are sent as multiple files or multiple E-mails.

Solution
PROBABLE CAUSES:
1. Binary division is set to a size that is small enough that all E-mails are divided.
Disable binary division, perform the following:
   a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
   b. Enter the administrator password (default is 12345678).
   c. Select network setting followed by E-mail setting.
   d. Select E-mail TX (SMTP) and make the desired changes to Binary division.
   e. Exit after making the changes.

2. Max Mail Size is set to a size that is small enough that all E-mails are divided.
Disable Max Mail Size, perform the following:
   a. Press the UTILITY/COUNTER button and then select Administrator setting on the LCD.
   b. Enter the administrator password (default is 12345678).
   c. Select network setting followed by E-mail setting.
   d. Select E-mail TX (SMTP) and make the desired changes to Max Mail Size.
   e. Exit after making the changes.

3. File Type is set to Single page.
Set the File Type setting to Multi page. To change the File Type setting perform the following:
   a. Press the Scan button on the operation panel.
   b. Select Scan setting.
   c. Select File Type.
   d. Select Multi Page to have the entire sent as a single file
   e. Select Single Page to create a file for each page scanned. For double sided scans, a file is created for every two pages scanned.
Note: JPEGs will always send as separate emails. Only PDFs and TIFFs can be sent as multiple pages.

4. The HDD is not set or has become corrupt and needs to be formatted.
Set and format the HDD in Tech Rep mode
.

Solution ID TAUS0651103EN* **Solution Usage** 5

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Description
ORIGINAL SIZE CAN NOT BE DETECTED, PLEASE USE PLATEN message when using 10x10 custom size paper in the RADF.

Solution
CAUSE: Custom size paper was not set up within Applications.

SOLUTION: Perform the following steps to run custom size paper from the RADF:
1. Press the Application Icon.
2. Press the Image Adjustment Icon.
3. Press the Standard Size Icon.
4. Press the Custom Size Icon.
5. Enter the size of the document and press OK several times.

Solution ID TAUS0651411EN* **Solution Usage** 1

Description
How to copy a small original such as a credit card or driver's license from the platen glass of the bizhub 600.

Solution
To copy of a credit card or driver's license from the platen glass, perform the following:
1. Ensure that minimum version 14 firmware is installed and the small credit card size original is located on the platen glass in the following manner:
   a. Place the original at the left side of the platen glass with the left edge of the original aligned with the 5.5 inch mark.
   b. Close the ADF and make a copy. It will be printed on 8.5x11 paper.

Solution ID TAUS0651413EN* **Solution Usage** 1

Description
Item number for the IC202.

Solution
The IC202 and in-mounted on the System CB (Item# 15NB-9010).

Solution ID TAUS0651557EN* **Solution Usage** 0

Description
NO MATCHING PAPER SIZE message when copying small size originals off the platen glass, and the paper tray must be manually selected.

Solution
CAUSE: ATS and no matching paper size settings are disabled.

SOLUTION: Perform the following procedure to resolve the no matching paper display message when copying small/odd size oringinals off the platen glass:
1. Press the Utility key.
2. Press the User Settings.
3. Press #1 System Settings.
4. Press #3 Paper Tray Settings.
5. Press #3 ATS Switching ON/OFF and set to ALLOW. Press OK.
6. Press #4 No Matching Paper in Tray Setting and select Switch Trays. Press OK.
7. Press close 4 times to return to the default LCD screen.

Solution ID TAUS0651681EN* **Solution Usage** 2

Description
Memory specifications, bizhub 600.

Solution
The bizhub 600 come standard with 512 MB of memory and there is no optional memory for this unit. The 512 MB memory is shared between the main body and the IC202.

Solution ID TAUS0651709EN* **Solution Usage** 4

Description
Unable to PING the NIC or access the NIC web page.

Solution
CAUSE: The NIC is not properly initialized.

SOLUTION: To initialize the NIC, perform the following:

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1. While the bizhub 600 is in copy idle mode, press the Utility key.
2. Press Administration Setting on the LCD and enter the Admin passcode.
3. Select Network Setting.
4. Select Network Setting again.
5. Select OFF and then OK.
6. Power the bizhub 600 OFF, wait 10 seconds and power ON.
7. Repeat steps 1-4 and select Network Setting to ON.
8. Exit out of mode and verify NIC functionality.

Solution ID TAUS0651745EN* **Solution Usage** 1

Description
Unable to PING or browse to the NIC.

Solution
CAUSE: The firmware is corrupt.

SOLUTION: Reflash the firmware to the latest level.
Note :The latest version firmware is available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0651833EN* **Solution Usage** 2

Description
When copying an 8.5x15.5 original off the glass and reducing the copy, the document is cut off.

Solution
CAUSE: Custom Paper Size is not set for the original.

SOLUTION: Perform the following procedure to set the Custom Paper Size:
1. Select Applications.
2. Select Image Adjustment.
3. Select Standard size paper.
4. Select 8.5x14.
5. Select Custom and set the X data to 17.
6. Select the desired reduction setting.

Note: This procedure can be entered in the memory mode so that the customer can just recall the job.

Solution ID TAUS0651840EN* **Solution Usage** 1

Description
Controller Memory Unit (p/n 56UA89080) part number has been newly established.

Solution
See KOM060742 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0651850EN* **Solution Usage** 2

Description
SF601, for what is the shift tray used?

Solution
The SF601 is a shift tray/offset for machines that do not have a finisher installed.

Solution ID TAUS0651958EN* **Solution Usage** 1

Description
A "forward TX" or "Unable to find folder" message is received when attempting to scan to an SMB share located on a LINUX or UNIXsystem.

Solution
CAUSE: An older version of firmware is installed on the bizhub 600 / 750 / IC-202 print system.

SOLUTION: Please ensure that the firmware version on the bizhub 600 / 750 is at level 20 or higher. This firmware will allow the print system to communicate

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properly with Samba based Linux and UNIX systems.

Solution ID TAUS0651969EN* **Solution Usage** 2

Description
How to adjust the volume of the key click sound on the touchscreen panel.

Solution
To adjust the volume of the key click sound on the touchscreen panel, perform the following:
1. With the copier powered ON, press the Accessibility key.
2. Touch 4 [Sound Setting] on the touchscreen.
3. Touch 2 [Sound Volume Setting] on the touchscreen.
4. Touch [Lower] or [Higher] on the touchscreen until the desired volume is obtained.
5. Touch [OK] on the touchscreen.
6. Touch [Close] on the touchscreen.
7. Touch [Close] on the touchscreen.

Solution ID TAUS0652052EN* **Solution Usage** 0

Description
How to Password Print/Secure Print.

Solution
Password print or Secure print are the same function and the optional hard drive is required for this function.
To secure print, perform the following:
1. Select secure print in the driver and enter a personalized Secure Print ID and Password.
2. At the machine select the BOX key and then System User Box.
3. Select Secure Print Users Box.
4. Enter the Secure Print ID and press OK.
5. Enter the Password and press OK.
6. Select the jobs to be printed, press OK and the Start key.

Note: In order to password print, the optional hard drive, HD503 (p/n 15NL), is required.

Solution ID TAUS0652380EN* **Solution Usage** 2

Description
C3503 code after PM; code not found in the Service Manual.

Solution
CAUSE: New cleaning web may have been loose and was stuck between the thermistor and the fuser roll.

SOLUTION: Remove the web assembly and ensure the web is taut when re-installing.
SPECIAL NOTE: Solution provided by Russell Pedersen of Viking Office Supply, Alexandria, MN.

Solution ID TAUS0652455EN* **Solution Usage** 1

Description
FS602, what paper sizes are available for tri-folding.

Solution
The FS602 will tri-fold 8.5x11R paper only.

Solution ID TAUS0652458EN* **Solution Usage** 12

Description
FK502, firmware version required for the fax kit to function.

Solution
Minimum version 15 firmware is required for the FK502.

Solution ID TAUS0652463EN* **Solution Usage** 5

Description
C-B003 is indicated after removing the FK502.

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Solution

CAUSE: The FK502 was not deinstalled in Tech Rep mode SYSTEM 2 when removed.

SOLUTION: Deinstall the FK502 in Tech Rep mode by performing the following procedure:
1. Power OFF the machine with the main power switch.
2. Press and hold the Utility Key and power ON the machine. Hold the Utility key until the Konica Minolta logo appears and or Trouble reset.
3. Press Trouble Reset and enter Stop 0, 0 Stop, 0, 1. Press System 2 and then FAX.
4. Select Fax Not Installed.

Solution ID TAUS0652635EN* **Solution Usage** 2

Description

FK502, how to default a specific paper tray for the fax activity report.

Solution

To default a specific paper tray for the fax activity report, perform the following:
1. Press the Utility Key.
2. Press User Setting.
3. Press Paper Tray Setting.
4. Press Print Lists.
5. Select any paper tray as the default for the fax reports.

Solution ID TAUS0652755EN* **Solution Usage** 2

Description

How to print legal booklet using theIC-202Visual PostScript* or PCL*drivers from Microsoft* Word.

Solution

Thetwo attached documents to this solution provide instruction for printing legal booklets from Microsoft Word. The print drivers and engine firmware can bedownloaded from 'Download Selector' inKonica Minolta SSDWeb Supporthome page.

Notes:
1. The 600 or 750 must be at overall level 20 and print drivermust be at version 2.0.0. The requirements are listed in the attached documents.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site.

* Trademark ownership information

Solution ID TAUS0652783EN* **Solution Usage** 2

Description

DF604, when making copies from the document feeder, productivity is poor because originals are scanned twice. The 'Mixed Original Detection' mode is causing this issue. When mixed original detection is disabled the copier scans only once. Can the amount of scans be changed from two to one in mixed original mode?

Solution

The firmware in the copier has been enhanced to change the operation of the mixed original detection mode from two scans to one scan, greatly improving the productivity of the copier. Please upgrade the firmware to minimum version 15_C4 available from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
Note: The self extracting file on line for this upgrade is labeled 'US.exe'. After extracting this file, please cut and paste the folder labeled 'BW75_65' from the 'US' folder created during the extraction to the root of the USB flash drive.

Solution ID TAUS0652818EN* **Solution Usage** 1

Description

How to format the optional hard drive HD503.

Solution

To format the HD503, perform the following:
1. Enter the Tech Rep mode.
2. Press State Confirmation.
3. Press Memory/HDD Adjustment.
4. Press HDD Format and use the below table to determine what type of format to perform.

Format Type:
ALL will format all partitions.
1 will format printer functions, Font/Spool area.
2 will format Box function partitions System/User Box.

5. After making a selection Press YES.
6. Power the unit OFF/ON when completed.

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Solution ID TAUS0652892EN* **Solution Usage** 2

Description
Is PC Faxing available?

Solution
Currently, only the PCL* driver version 1.54 supports PC faxing.

* Trademark ownership information

Solution ID TAUS0652955EN* **Solution Usage** 2

Description
How to create a user box from the machine touchscreen.

Solution
To create a user box from the machine touchscreen, perform the following:
1. Press the Utility/Counter key.
2. Touch [1 One-Touch Registration] on the touchscreen.
3. Touch [3 User Box] on the touchscreen.
4. Touch [1 Public/Personal User Box] on the touchscreen.
5. Touch [New] on the touchscreen. Specify the desired box settings User box No., Name, Password, Index, and Type.
6. Touch [Fwd.] on the touchscreen. Specify the Auto Delete Document schedule on the touchscreen.
7. Touch [OK] on the touchscreen.
8. Touch [Close] on the touchscreen.
9. Touch [Close] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Touch [Close] on the touchscreen to return to the normal copy screen.

Solution ID TAUS0653368EN* **Solution Usage** 6

Description
Tray 1 indicates 5.5x8.5 size paper and 8.5x11 is installed.

Solution
CAUSE: Tray 1 is set for 5.5x8.5.

SOLUTION: Perform the following procedure to change the paper size for Tray 1:
1. Press the Utility/Counter key on the operation panel
2. Touch [Details] on the touchscreen.
3. Press Stop, 0, 0, Stop, 0, 1.
4. Touch [System 2] on touchscreen.
5. Press Paper Size Setting.
6. Press Paper Size and select the desired paper size.
7. Press OK twice and then Exit to return to the normal screen.

Solution ID TAUS0653513EN* **Solution Usage** 2

Description
When the main power switch is turned ON or machine recovers from the sleep mode, D-203 may be indicated.

Solution
CAUSE: Early version fimware is installed.

SOLUTION: Upgrade the firmware to version 17 or above to resolve the D-203 codes.

Solution ID TAUS0653623EN* **Solution Usage** 1

Description
The operation panel LCD is locked up.

Solution
CAUSE: Faulty connection of the CF card in the Image CB or the System CB.

SOLUTION: Remove the Image CB and the System CB. Reseat the CF cards in BOTH boards. Reinstall the Image and System boards.

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Solution ID TAUS0653690EN* **Solution Usage** 8

Description
The operation panel does not come up to ready and only an hourglass is displayed.

Solution
CAUSE: The files on the Systemor the ImageCF cardare corrupt.

SOLUTION: Reinitialize the code on both CF cards. The Image CF card is accessible through the right side of the machne between the two serial connectors (there may be a cover over it). The System CF card is located on the back of the System Board.

1. Delete the files on the CF cards. DO NOT FORMAT THE CARDS.
2. Obtain the Image Base and system Base files from theDownload Selector.
3. Expand the base files and copy them onto the corresponding CF cards.
4. Flash the firmware to the current level.

Note: Both cards must be reinitialized at the same time. Doing only one card will not correct the problem.

Solution ID TAUS0653717EN* **Solution Usage** 2

Description
ZU602, a 7315 code at power up or when duplexing.

Solution
CAUSE: The Paper Edge Sensor Board sensors are dirty.

SOLUTION: Clean the PESB board sensors on the ZU602.

Solution ID TAUS0653765EN* **Solution Usage** 1

Description
Unable to print and when browsing to the NIC the PRINT tab is missing.

Solution
CAUSE: The IC202 is not installed.

SOLUTION: Verify that the IC202 is not installed on the System CB and install the IC202 (Item #15NB).

Solution ID TAUS0653789EN* **Solution Usage** 1

Description
FS504, jam code 7228 or 72-28 only when stapling, and the paper stops at the entrance of the stacker.

Solution
CAUSE: The Relay Board has failed.

SOLUTION: Replace the failed Relay Board (p/n 15JK-9320).

Solution ID TAUS0653861EN* **Solution Usage** 2

Description
Toner misting.

Solution
Refer to Bulletin #5405 for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0654009EN* **Solution Usage** 0

Description
Unable to feed paper from any paper tray except the bypass tray.

Solution

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CAUSE: The paper feed motor M1 has failed.

SOLUTION: Check the operation of M1 in State Confirmation mode. If the motor does not turn on or appears sluggish replace the paper feed motor M1 (P/N 15AA80050).
Note: To verify operation of M1 perform the following:
1. Enter the Tech Rep mode.
2. Select System 2.
3. Select State Confirmation.
4. Select Load Check.
5. Select Check Code 28.
6. Select Multimode 1.
7. Press Start to active M1.

Solution ID TAUS0654011EN* **Solution Usage** 1

Description
After making copy settings they revert to initial settings when the original is placed on the document feeder (ADF).

Solution
CAUSE: Incorrect user setting.

SOLUTION: To correct the setting, perform the following:
1. Press the Utility/Counter key.
2. Select User Setting.
3. Select Reset Setting.
4. Select Job Reset.
5. Select When original is set on ADF.
6. Change setting to Do not reset.
7. Exit.

Solution ID TAUS0654115EN* **Solution Usage** 2

Description
Undertoning due to no toner addition during operation.

Solution
CAUSE: Incorrect software dipswitch setting preventing toner addition during operation.

SOLUTION: Insure that software switch 27-2 is set to OFF. Perform the following:
1. Press Utility/Counter key
2. Touch Details on the left side of the screen
3. Press Stop, 0, 0, Stop, 0, 1 to access the Tech Rep mode
4. Touch System 2
5. Touch DipSW Settings
6. Access SW 27 Bit no 2
7. Touch OFF (0).

Solution ID TAUS0654117EN* **Solution Usage** 2

Description
Light copies/prints due to no toner addition during operation.

Solution
CAUSE: Incorrect software dipswitch setting preventing toner addition during operation.

SOLUTION: Insure that software switch 27-2 is set to OFF. Perform the following:
1. Press Utility/Counter key
2. Touch Details on the left side of the screen
3. Press Stop, 0, 0, Stop, 0, 1 to access the Tech Rep mode
4. Touch System 2
5. Touch DipSW Settings
6. Access SW 27 Bit no 2
7. Touch OFF (0).

Solution ID TAUS0654434EN* **Solution Usage** 1

Description
FK502, fax setting tab is not available in the Administrator mode.

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Solution

CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To set the Prefix/Suffix Auto setting to OFF, perform the following:
1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.
4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID TAUS0654548EN* **Solution Usage** 2

Description

FK502, compatibility with a digital phone line.

Solution

The FK502 will not function on a digital phone line.

Solution ID TAUS0654558EN* **Solution Usage** 1

Description

FS602, J72-29 code.

Solution

CAUSE: The wire harness to PS6 has separated from CN125.

SOLUTION: Repair or replace the wiring harness (p/n 15JK90010) for PS6.

Solution ID TAUS0654568EN* **Solution Usage** 2

Description

Unable to print via account tracking. Receiving " No account set for group authentication" message in job log.

Solution

CAUSE: Machine TCP/IP* address is not set in the device options tab in the print driver.

SOLUTION: Enter machine TCP/IP address in the device options tab of the print driver.

* Trademark ownership information

Solution ID TAUS0654736EN* **Solution Usage** 1

Description

How to allow Account Track (ECM) passwords of fewer than 8 digits. (8 digits are required, by default.)

Solution

To allow passwords less than 8 digits, perform the following:
1. Enter Admin mode.
2. Enter Security Settings.
3. Enter Security Details.
4. Change Password Rules to "OFF."

For details, please see page 12-90 of the Copy Operations manual.

Solution ID TAUS0656217EN* **Solution Usage** 2

Description

How to create a device printer on an AS/400™ system using the stock Konica MinoltaKN or NIC print server.

Solution

The following models will support installation as a device printer using the OS/400™ SNMP setup with the imbedded NIC or KNxxx print server:
IC-202
IP-422
IP-423
IP-432
IP-511
IP-602

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These models support a setup that will allow a device printer to be created on the AS/400™. When printing SCS, this setup can be used with the stock controller NIC cards. This setup supports page range control but does not support specific tray calls. In order to support tray call the AS/400™ workstation customization table (if there is one) must be modified.
To load an SNMP driver compatible with the Konica IP unit, perform the following:
1. From the Main Menu under Selection or Command, type:
crtdevprt
2. Change the following to set up the printer (those settings not changed, keep at default):
a. Device Description - (name the printer i.e., Konica Minolta)
b. Device Class - *LAN
c. Device Type - 3812
d. Device Model - 1
e. LAN Attach - *IP
f. Port number 10001 (IP-432 = 9100) note: use the port number that prints out on the NIC status page.
g. Font Identifier - 011
h. Form Feed - * Autocut
i. Manufacturer - *HP5si
j. Paper Source (both) - *letter
k. Address - (TCP/IP address of the NIC)
l. System Driver (hit F4) - *IBMSNMPDRV
Note : Vary ON the device to allow attachment.

Solution ID TAUS0656269EN* **Solution Usage** 0

Description

Special firmware for Secure SMB Scanning (Scan-to-Me and Scan-to-Home).

Solution

The bizhub 420/500 has a special firmware version 13-U1 (June 9, 2006) that, whenlogging into the copier usingan Active Directory login name and password, if the User ID and Password are not entered on a one-touch for Scan to SMB, theActive Directory login ID andPasswordare used.
The bizhub 600/750 uses special firmware version 17-U4 (June 5, 2006) for the same feature.
These features are not incorporated with current firmware versions.
A similar feature is available in the B/W models using Phase 3 firmware and enabling a Soft Switch (refer tonotes below).
For Color models, installthe special firmware. Pleaseclick onthe linkfor the appropriate model:

bizhub C352

bizhub C252
bizhub C300
bizhub C450

Notes :
1. Scan-to-Me\Scan-to-Home functionality is already added into Phase 3 software for the bizhub 360/420/500/600/750. In order to activate it, dipswitch 38-1 needs to be turned ON. Please see attached Scan to Me Scan to Home document. Keep in mind, if this feature is enabled, the normal Scan Tab Screen (LDAP Search, FTP) will no longer be available.
2. Refer to attached Marketing Bulletin #06-GB-037 for additional details.
3.To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0656377EN* **Solution Usage** 1

Description

Is parallel port printing available?

Solution

There is an optional parallel/USB local interface kit (EK-701 - Item # 15NQ) that can be installed to allow printing from either an IEEE 1284 parallel or a USB 2.0 connection.

Solution ID TAUS0656577EN* **Solution Usage** 2

Description

Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:

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1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.
Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0656583EN* **Solution Usage** 1

Description

How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution

32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.
1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0656961EN* **Solution Usage** 8

Description

How can Address Book and Authentication informationbe imported/exported with PageScope Data Administrator, version 2.21.4516?

Solution

A device can saveAddress or Authentication information by saving that information to a ".txt" or "tab text" file.
To save "Address Information":
1.Connect to a device and import the existing information from that device.
2.From the left-hand pane, expand Address Settings, and select the "Address Book" icon. 3. From the top menu select File => Export=> "Save the address book by Tab Text type". Alternatively, "Save all data to the file" could be selected, which would then save a Data Administrator *.bin file to the PC.
Notes :
a. The main difference between Data Administrator *.bin files and "Tab Text" files is that *.bin files for certain models contain password information while the"Tab Text" files often do not. The *.bin files can also contain all Authentication and Address settings. Data Administrator "*.bin" files can only be imported to another device from the same model family of the device that originally saved the *.bin file.
b.The bizhub 250/300/350 series does not support exporting or saving a *.bin file from that device.

To save "Authentication" Information,expand "Authentication Settings" in the left hand pane.

To save "Account Track" settings:
1.Select the "Account track Settings" icon.
2.From the top menu, select "Export"=> "Save the account by the Tab Text type".

To save User Authentication settings:
1.Select the "User Authentication Settings" icon.
2.Select "Save the user list by the Tab Text form".
3.From either of these settings,"Save all data to the file" could also be selected which will save the settings in a Data Administrator *.bin file. Additionally, when importing a Data Administrator *.bin file, Address book, Authentication and Account Track settings could all be applied at once. This can often be performed by selecting the device icon on the left pane when connected to a device and then selecting to import a Data Administrator *.bin file.

To "Import" Address or Authentication information to a device:
1.The device first must be connected to and current information retrieved.
2.From the left-hand side, select the Device Icon.
3. From the top menu select, Import => "Import all data from the file" in order to import a Data Administrator *bin file (from a device in the same family) which will contain all settings. Note : Data Administrator *.bin files can also be imported when any of following icons in the left side pane => Account Track Settings, User Authentication Settings or Address settings is selected and File => Import => "Import each data from the file" is selected from the Top menu.
Additionally, when selecting any of these icons and selecting to "Import from a file" a *.txt or *.CSV file can be imported, which will then launch an "Import Wizard". In the "Import Wizard" a "delimiter" must be specified and the fields being used for the data must be mapped.
The "Tab text" files which were saved from devices or any existing .CSV or .txt file (with the necessary information) could be used. If a "Tab text" file from a device does not contain necessary information such as password information, that .txt file should be edited before being imported through Data Administrator.

Authentication and Address data can be imported from LDAP:
1.Select one the following icons from the left pane- (Account Track Settings, User Authentication Settings or Address settings).

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2. From the top menu, select, File-Import => Import(LDAP). The other choice is File => Import => Import from the Previous device".
Note :Import from the previous Device will list a number of Legacy Konica and Minolta Devices from which information could be imported. It will then be necessary to supply the TCP/IP address of that Legacy device.

Solution ID TAUS0657109EN* **Solution Usage** 0

Description

How to determine the origin of scanning issues in eCopy™.

Solution

To help determine the origin of scanning problems, eCopy™ ShareScan OP ships with a simple TWAIN scanning application called Twack32 (TwainToolKit). It is used to determine whether or not a scanning problem is specific to the scanning device or a problem with the eCopy™ software.
To use Twack32:
1.Go to Target dir\ecopy\ScanStation Client\Bin\Twack_32.exe.
2. Go to File/Select Source and select the TWAIN driverbeing used(eCopy™ ShareScan OP must be closed).
3. Go to File/Acquire. The TWAIN interface should display.
4. Click on the Scan button. The image will preview on the screen.

Solution ID TAUS0657139EN* **Solution Usage** 1

Description

Error while removing TWAIN driver from eCopy™ ScanStation.

Solution

CAUSE:The eCopy™ license has locked the TWAIN driver and has not released it.

SOLUTION: The two eCopy™ services must be stopped in order to remove the TWAIN driver. Once the services have stopped, press the Retry button and the removal process should continue. Once the TWAIN driver has been removed, restart the two services that were previously stopped.

Solution ID TAUS0657142EN* **Solution Usage** 0

Description

Why does the Send to eCopy™ tab not appear in the Manage section?

Solution

The Send to eCopy™ tab does not appear for two reasons:
1. Using a simulator version of the eCopy™ software.
2.Wrong NFR key was obtained.
The Scanner NFR key takes control of the optics of the MFP and does realtime scanning.The Send to eCopy™ key allows the scanner function to work as stated above but also provides the option of monitoring a hotfolder.The send to eCopy™ does not allow both options to function. TheTWAIN drivercan be used to either scan or Send to eCopy™ to monitor a folder.

Solution ID TAUS0657164EN* **Solution Usage** 3

Description

Time to acquire scan is excessive; slow scanning.The 'Connecting' message lasts a long time.

Solution

CAUSE: Scanning may seem slow because the TWAIN driver is searching for all available machines to scan from on the network.

SOLUTION : When the Select Devices dialog box is displayed, select 'from registered devices' and also select 'Use this device for future session' option.Please see attachment for procedure.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657380EN* **Solution Usage** 1

Description

Top 3 inches of the scanned to E-mails are cut off, missing.

Solution

CAUSE: Possible corrupt or incorrect machine settings.

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SOLUTION: Reset the machine back to the FACTORY DEFAULTS setting by performing the following:
1. Press the Scan button.
2. Press the Utility/Counter button.
3. Select #2 User Setting.
4. Select #3 Initial Setting.
5. Highlight FACTORY DEFAULT, touch OK.
6. Select Close, Close, Close till you are back to a normal copy screen.
7. Recycle the power on the machine.

Solution ID TAUS0658290EN* **Solution Usage** 1

Description

When copying an odd-sized original from the platen glass with magnification adjustment, the trail edge of the copy image is cut off.

Solution

CAUSE:Incorrect settings.

SOLUTION: To reproduce entire image from the platen glass, perform the following:
1. While in Copy mode, press the Utility button.
2. Press Administator Setting and enter Admin passcode.
3. Press System Setting.
4. Press Expert Adjustment.
5. Press Erase Adjustment.
6. Press Non-Image Area Erase.
7. Select Do Not Erase When x1.0 is Selected.
8. Exit out of Admin mode and verify operation.

Solution ID TAUS0658312EN* **Solution Usage** 2

Description

Ifasecond faxline installed, can one line be set to print incoming (RX) faxes while the other is set to forward incoming faxes to E-mail?

Solution

Both fax linesare set for the same function.
If the forwarding destination is set to be an E-mail address, faxes received into both lines will be forwarded to that E-mail address. Of course,it can be set to'Forward & Print' allowing faxes received into both linesto be printed as well as being forwarded.
Note : Please see attached bulletin #5643 for details on TSI User Box Routing. Faxes routed to the TSI (Transmit Subscriber ID) User Boxes are routed based on the sending fax number. There are up to 128 User Boxes available. Within the TSI User Box function, the user has the ability to route the fax received into the TSI User Box to any destination stored in the Address Book (E-mail, SMB, FTP, User Box or Group).

Solution ID TAUS0700125EN* **Solution Usage** 4

Description

Slow printing on Adobe® PostScript files (single-page print job) using batch print process.

Solution

CAUSE: The slow printing will depend on the PostScript® print job parameters (single-page, 11x17, PDF parameter and low toner coverage per page). The results are based on SSD testing:
1. The bizhub 420/500 will pause at intermittent number of jobs for the batch print job.
2. The bizhub 600/750 will pause between the first twelve jobs and then will not pause rest batch print job process.

SOLUTION: Combine all the Postscript files into one PDF file using Adobe® Distller. Print the the new PDF file to the controller.
Note : SSD did receive an update from Konica Minolta Business Technologies in Japan based on escalation for this issue. Recommendation is to use software solution to combine the batch file and send the file as one print job.

Solution ID TAUS0700244EN* **Solution Usage** 1

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.

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3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700426EN* **Solution Usage** 6

Description
Some gray half-tones/shading are not rendered as expected.

Solution
CAUSE: The Gamma setting for density is a specification limit.

SOLUTION:A possible work-around includes the following adjustments:
1. Laser Diameter Adjustment.
2. Toner Density Adjustment.
If the above adjustments do not provide suffficient improvement, new firmware is available on the SSD Download Selector Search Page.
bizhub 750/600
DLBT0701047EN00
bizhub 500
DLBT0701060EN00
bizhub 420
DLBT0701061EN00
bizhub 360
DLBT0701062EN00
Notes :
1. Refer the Service Manual for the adjustment procedures.
2. Try the Laser Diameter adjustmentfirst, and if the customer is still not satisfied, try the Toner Density adjustment.
3. The above-referenced DLBTs are attached.
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0700457EN* **Solution Usage** 3

Description
J9203but no paper is found in the machine.

Solution
CAUSE: Failed sensor or connection.

SOLUTION: Check sensor PS45in the State Confirmation mode:80-01. Replace PS45 (p/n 08AA 8551 0) if necessary.

Solution ID TAUS0700510EN* **Solution Usage** 3

Description
How to reset C-3501 or C-3503.

Solution
CAUSE: Possible problem with thermistor.

SOLUTION: To reset the code, perform the following:
1.Power the machineOFF with the main power switch (inside the left front door).
2. Holding down the Utility key, turn the power ON. Continue to hold down the Utility key until the Konica Minolta screen is indicated.
3. Press Trouble Reset.
4. Press Stop-0-0-Stop-0-1 to enter the Service mode.
5. Go to System 2/DIPSW settings. Confirm that switch 3-1 is set to 0.
6.Cycle the power OFF/ON.
7. If the C-3501 code persists, replace TH1 (p/n 57AA 8801 0); if theC-3503 code persists, replace TH2 (p/n 57AA 8804 0).

Solution ID TAUS0700683EN* **Solution Usage** 0

Description
When printing and attempting to duplex and tri-fold prints, two single-sided sheets are output instead of one duplexed sheet.

Solution
CAUSE: The tri-fold printed on side is set incorrectly on the machine.

SOLUTION: To change the tri-fold from printing inside fold to printing outside fold, perform the following:
1. Press the Utility key.
2. Select Admin mode and enter the password.
3. Press Copier Setting.
4. Press the down arrow.

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5. Press Tri-Fold Printed on Side Selection.
6. Press either INSIDE or OUTSIDE.

Solution ID TAUS0700737EN* **Solution Usage** 2

Description
Scan to FTP using a host name versus a TCP/IP address is not working in a workgroup environment.

Solution
CAUSE: A DNS server is required when using a host name versus the TCP/IP address.

SOLUTION:If no DNS server is available, then a TCP/IP address must be used instead of the PC host name.

Solution ID TAUS0700764EN* **Solution Usage** 1

Description
Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution
Refer toattached Bulletin #5806 for the details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0700980EN* **Solution Usage** 5

Description
Error Code CD-501 after executing ISW.

Solution
CAUSE: The hash check was installed partially from version 21 for security reasons.

SOLUTION:Power the machine ON while pressing the Utility key to enter the Service Mode from the Trouble Reset screen and execute the ISW procedure again.

Solution ID TAUS0701113EN* **Solution Usage** 1

Description
Procedure for upgrading to Phase 3.0, version 30 firmware and above.

Solution
Before upgrading to Phase 3.0, the machine must be at Phase 2.0, version 20 or higher. Once at version 20, machines can be upgraded directly to the highest level with no interim steps.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701142EN* **Solution Usage** 4

Description
ERROR HAS OCCURED DURING SCANNING message when trying to upgrade the PRCB firmware.

Solution
CAUSE: The Printer Control Board has failed.

SOLUTION: Replace the failed PRCB (p/n 57AA-9020).

Solution ID TAUS0701304EN* **Solution Usage** 1

Description
Does the bizhub 600/750 support SMB signature function when SMB scanning to a Microsoft® Windows 2003 server?

Solution
The SMB signature function, used when SMB scanning to a Microsoft® Windows 2003 server, is supported on the bizhub 600/750 with phase 2.0 version 20 firmware. Please update the main body firmware to phase 2.0 version 20 or above.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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Solution ID TAUS0701323EN* **Solution Usage** 5

Description
C-3503 at power up and intermittently the machine will not get past the Konica Minolta screen.

Solution
CAUSE: Corrupt code on the CF cards.

SOLUTION: Download the base CF card firmware for the Image CF card andthe System CF card and re-install the firmware on BOTH CF cards.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701471EN* **Solution Usage** 2

Description
Who to contact for parts and technical supportconcerning Jamex™ products.

Solution
Support is provided by Jamex™ by calling 800-289-6550. Refer to attached Marketing Bulletin #04-GB-016 for more detail.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701475EN* **Solution Usage** 0

Description
When upgrading from machine firmware version 25 to version 30 (MFP), the FS-504 finisher firmware does not change from version 17 to version 20 as it should.

Solution
CAUSE: Z-fold unit is preventing the finisher from accepting the firmware.

SOLUTION: Disconnect the ZU-602, complete the firmware upgrade, then re-connect the z-fold unit.

Solution ID TAUS0701515EN* **Solution Usage** 10

Description
C-0201, C-0203, C-0206 and C-0207 only when there is less than 300 sheets in the tray.

Solution
CAUSE: The Paper Feed Rocking Plate that holds the feed tires is bent upwards in the center of the plate.

SOLUTION: Replace the Paper Feed Rocking Plate (p/n 56AA 4007 0).

Solution ID TAUS0701540EN* **Solution Usage** 2

Description
Secure printing can be selected in the print driver, but the Secure Print User Box (under System User Box) is not available.

Solution
CAUSE: Secure printing requires the optional HDD.

SOLUTION: Install the optional HDD.
For the bizhub 420/500, order the HD-505(p/n 16GA).
For the bizhub 600/750, order the HD-503 (p/n 15NL).

Solution ID TAUS0701565EN* **Solution Usage** 1

Description
'Please remove copies from the finisher tray' message andthe machine stopsafter making 200 copies.

Solution
CAUSE: The FNS alarm stop is enabled.

SOLUTION: To disable the FNS alarm stop, perform the following:
1. Enter Service Mode.
2.Select System2.

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3. Select DipSW Setting.
4.Enter switch15-3 and set it to1 (ON).
5. Touch Set on the LCD.
6. Enter switch15-4 and set it to1 (ON).
7. Touch Set on the LCD.
8. Touch OK.
9. Touch Exit.
Notes :
a. The machine must have Phase 2.0, version 20 firmware or above installed for this functionality. If necessary,update the machine firmware.
b. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701610EN* **Solution Usage** 1

Description

How to change priority from copy jobsto print jobsallowingprint jobs to beginsooner.

Solution

To change printing priority from "batch print" to "page print", perform the following:
1. Enter the Admin mode.
2. Select System Settings.
3. Select Output Settings.
4. Select Print/Fax Output Settings.
5. Select "Batch Print" to "Page Print."
Note : "Batch print" is equivalent to copier priority; "page print" is equivalent to printer priority.

Solution ID TAUS0701661EN* **Solution Usage** 0

Description

Operation panel locks up during scanning.

Solution

CAUSE: A known bug in early version firmware.

SOLUTION: Flash the machine to the latest firmware version of 30 or higher.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701814EN* **Solution Usage** 1

Description

How to test the Exposure Lamp in the Machine Condition Check mode.

Solution

When checking the Exposure Lamp operation in the Machine Condition Check mode:
1.Enter Service Mode.
2.Press State Confirmation.
3.Enter Machine Condition Check.
4. The ServiceManual shows Multicode 0, but it should read Code 0, Multicode 0. Display will show View Status- Yes/No. Press Yes and Start, the lamp should light.

Solution ID TAUS0701835EN* **Solution Usage** 5

Description

Job output will not occur when copying, printing or performing an internal test page. Job will display in the Job list but process will not start. No jam or error codes will display on the operation panel.

Solution

CAUSE: Thehorizontal conveyance tray above Tray 2 is not seated properly or the horizontal conveyance sensor (PS11) is not functioning correctly.

SOLUTION: Open Tray 2 to access the hoizontal conveyance tray. Reseat the tray and verify operation.
If issue persists, check the operation of PS11 in Service Mode/State Confirmation/Sensor Check Mode 17, Multimode 5. If sensor does not change state when withdrawing or inserting horizontal conveyance tray, ensure that the sensor is being flagged by the tray and that the sensor is connected to the wiring harness properly.

Solution ID TAUS0701874EN* **Solution Usage** 5

Description

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The operation panel locks up periodically.

Solution

CAUSE: The Image CB has failed.

SOLUTION: Replace the Image CB (p/n 57AA-9016G).

Solution ID TAUS0701941EN* **Solution Usage** 0

Description

Where is the other Compact Flash (CF) card located?

Solution

Unlike the Compact Flash(CF)card thatcan be accessed from the right-side cover for the Image Processing Board (ICB), the other Compact Flash(CF)card is found on the backside of the (SCB) System Control Board.

Note :The back cover, including the System Control Board (SCB) must be removed to see the Compact Flash(CF)card on the back of the board.

Solution ID TAUS0701964EN* **Solution Usage** 2

Description

When searching solutions by models,referenced links for the documentsare notaccessible.

Solution

CAUSE: This is a search of the printed database. The links are locatedwithin the solution in the database.

SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.

Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0701988EN* **Solution Usage** 1

Description

Intermittent diagonal lines on copies.

Solution

CAUSE:Failed cleaner clutch.

SOLUTION: Replace the cleaner clutch in the drum cartridgeunit assembly (p/n 56AA 8202 1).

Solution ID TAUS0702123EN* **Solution Usage** 0

Description

J1601 or J1602 with jamming in the LU-401;paper reverses back into the LU-401 feed tray.

Solution

CAUSE: The feed clutch one way bearing has failed.

SOLUTION: Replace thefeed roller assembly B (p/n 55VA-4830).

Note : Clean thefeed roller assembly Bgear with alcohol which may allow the customer to use the machine until the rolleris replaced.

Solution ID TAUS0702272EN* **Solution Usage** 0

Description

Fax will not TX or RX and memory capacity is reading under 100%.

Solution

CAUSE: Faxfile format required.

SOLUTION: Perform a fax file format:
1. Press the utility button.
2. Press Details.
3. Press stop, 0, 0, stop, 0, 1.
4. Press the Fax tab.
5. Press Fax file format.
6. Press the Start key.
7. After getting confirmation, recycle the machine.

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Note : Programmed one-touch keys will not be lost.

Solution ID TAUS0702322EN* **Solution Usage** 5

Description
After installing the print driver (PCL or PostScript) on Microsoft® Windows Vista™, the User Authentication/Account Track selection is unavailable.

Solution
To enable User Authentication/Account Track in the print driver, perform the following:
1. Enter the Printer Properties of the driver.
2. Select the Configure tab.
3. Under Device Option, select the desired mode (User Authenticationor Account Track).
4. Enable the option in the drop down below Device Option.
5. Select Apply.
6. Verify that User Authentication/Account Track is available.

Solution ID TAUS0702452EN* **Solution Usage** 4

Description
Jamming consistentlyfrom trays 1, 2 and the bypass.Feeds properly from trays 3 and 4. Jam codesmayinclude J-1701 andJ-1001.

Solution
CAUSE: Failed PRCB.

SOLUTION: Replace the PRCB (p/n 57AA-9020).
SPECIAL NOTE : Solution provided by Rod Willoughby at Perry Corporation.

Solution ID TAUS0702483EN* **Solution Usage** 3

Description
Setting SNMP v1/v2c “read/write community” names through PageScope Net Care.

Solution
Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702533EN* **Solution Usage** 1

Description
The PK-505 is not shown on the control panel after installation.

Solution
CAUSE: Incorrect settings.

SOLUTION: To enable the PK-505:
1. Enter the Service Mode.
2. Touch System 2 and touch DipSW.
a. If 2-3 hole punch kit is installed, set 22-1=1, 22-2=0, 22-5=1, 26-2=0 and 26-3=1.
b.If 2-4 hole punch kit is installed , set 22-1=0, 22-2=1, 22-5=1, 26-2=0, and 26-3=1.
Note : Please refer to the attached PK-505 Installation Manual. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702659EN* **Solution Usage** 3

Description
In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution
The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

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bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.
Notes :
1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0702728EN* **Solution Usage** 3

Description

How to enable the jam codes.

Solution

To enable the jam codes:
1.Enter Tech Rep Mode.
2.Select System 2.
3.Touch DIPSW Setting, enter DIPSW 11, bit 7, and press (1) for ON.

Solution ID TAUS0702771EN* **Solution Usage** 3

Description

Howto Copy Biometric User Authentication Settings ornon Biometric Authentication settingsfrom one MFP to one or multiple similar MFPs.

Solution

This procedure can be used to Copy Biometric User Authentication data from one C451/C550/C650 MFP to one or multiple similar devices.
(This procedure could also befollowed to Copy non-Biometric Authentication information from one MFP, to one or multiple similar devices.

(Please see attached document for detailed instructions with screenshots)

The following isthe procedure to copy User Authentication settings from one (1) MFP to different MFP's using PageScope Data Administrator (PSDA). Settings copied include: User name, Password, email address and user Biometric profile. Multiple similar devices could also be Copied to at the same time.
1. From the PSDA main window tool bar select "Processing/Copy"
2. From the "Copy Collectively" window click the "Authentication" radio button and select Next.
3. Select the desired "Source" machine and click "Select". This is the MFP storing the desired user information to be copied. Click "Next" to continue.
Select the desired destination MFP or multiple MFP's and click "Select". Click Next to continue.
4. PSDA will then initiate communication to selected MFP's to determine status and availability to prepare the copy process. You will see the import status within the "Status" window.
5. Once the process is complete select "Start" to begin the "Copy" process.
6. Upon completion of writing the data to the selected MFP you will see "Normal End" displayed in the Processing Result field.
7. Select Finish to complete the Copy process.
8. T he selected MFP's now contain all User name, Password, email address and user Biometric profile.

Solution ID TAUS0702888EN* **Solution Usage** 1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702941EN* **Solution Usage** 3

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Description

Setup utility for Citrix© MetaFrame, version 1.00 for use with Citrix© MetaFrame Presentation Server™ 3.0 andCitrix© MetaFrame Presentation Server™ XP FR3.

Solution

Setup utility for Citrix© MetaFrame, version 1.00 (2.95MB)
Notes :
1. To open theSetup utility for Citrix© MetaFrame, version 1.00 using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP fileand open from the local computer to view or run.
2. IMPORTANT : Please refer to the attached documentation for additional detail. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0702947EN* **Solution Usage** 1

Description

When sending afax from the FK-502 to a HP9120fax machine or Olivetti® MFP machine, d-Color MF260, the line remains connected.

Solution

cause: HPV.34 protocol orFK-502 settings/firmware.

SOLUTION: Prior to upgrading the firmware (if necessary), set V.34 = OFF when sending afax to the HP9120 Faxor Olivetti®d-Color MF260:
1. Inserting the fax number directly on the fax display
If sending a FAX inserting directly the fax number on the fax display, set the “V.34” protocol OFF by performing the following setting:
FAX Button => Common Setting => Line Setting => “V.34 OFF”, and then press the OK button twice.

2. Storing the fax Number in the Address Book
When adding a new contact to the Address Book via the Web Interface, perform the following setting:
Enter the TCP/IP address of the machine within the browser => Scan => Address Book => New Redistration => Abbr. Dial => Next => Insert User Name and Destination => Select “V.34 OFF” = ON => Apply.
If adding a new contact via product keyboard, perform the following steps:
Utility/Counter => One Touch Registration => FAX => Address Book => Address Dial => New => Insert User Name and FAX Number => Line Setting => Select “V.34 OFF” (this button must be highlighted in blue) => click twice the OK button.
Performing the above-mentioned setting when creating a new Contact causes the FK-502 to disable the “V.34” protocol for this Contact only.
When sending a fax to another Contact without to having set “V.34” OFF, the machine again uses the “V.34” protocol.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0800977EN* **Solution Usage** 2

Description

Font Management Utility.

Solution

The latest Font Management Utility can be downloaded viathe Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Pleaserefer to the attached ReadMe prior to installation.
The attached Font Management Utility User's Guide covers the following:

Selecting and adding devices
Add/Delete Mode
Add Collectively Mode
Delete Collectively Mode
Font/form list settings file
Saving lists as files
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0649171EN* **Solution Usage** 10

Description

8.5x14 (legal) original from platen not detected.

Solution

CAUSE: Incorrrect original size settings

SOLUTION:
1. Go to service mode

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2. Select "System1"
3. Select "Original size detection"
4. Select "Original Glass original size detect"
5.Choose "Inch Size"
6 Select same for ADF original size detect.

Solution ID TAUS0650193EN* **Solution Usage** 6

Description
Scan to Email, Server Connect Error.

Solution
CAUSE: Administrator E-mail Address is not set.

SOLUTION: To set the Adminstrator E-mail Address, perform the following:
1. Press the Utility key.
2. Press Administrator Setting and enter passcode (default 12345678).
3. Press Administrator/Machine Setting.
4. Press Administrator Registration.
5. Set the Admin name and E-mail Address. Press OK to save.

Solution ID TAUS0648978EN* **Solution Usage** 5

Description
PC print stops if the key counter or copy card is removed in the middle of process or is not inserted.

Solution
CAUSE: Firmware upgrade required.

SOLUTION: Upgrade the firmware to level 12_U2. The firmware is posted on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]] under US-12_U2.EXE.

Solution ID TAUS0648407EN* **Solution Usage** 4

Description
Standard size original setting (0) in Administrator setting under 'system setting'

Solution
The description in the User's Guide is incorrect. To display [0] Standard Size Setting, the following setting change is necessary to be performed by CE.
1. Access to service mode.
2. Press the quantity set buttons in the following order, Stop, - 0 - C.
3. 'Enhance Security' appears.
4. Press 'Administrator Feature Level' then change 'Prohibit' to 'Level2'.
5. When OK key is pressed, the above setting turns effective and 'Enhance Security' screen appears.
6. Press 'End' key.
When the Administrator Feature Level is set to (Prohibit) the Standard Size Setting is not displayed. The description in the User's Guide will be corrected.

Solution ID TAUS0648977EN* **Solution Usage** 3

Description
Offset operation between jobs

Solution
Upgrade the firmware to level 12_U2. The firmware is posted on the FTP site under US-12_U2.EXE.

Set the DIP switch 29-3 to 1. Setting the bit 3 to 0 means no offset between jobs.

Solution ID TAUS0651481EN* **Solution Usage** 3

Description
How to default the machine to Copy, Scan, or Fax mode.

Solution
To change the default copy screen, perform the following:
1. Select [Utility].
2. Select [2. User Settings].
3. Select [3. Initial Settings].

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4. Select [Current Settings].
5. Select [OK].
6. Close User settings.
7. Select Administrator settings and enter password.Press OK.
8. Select [1. System Settings].
9. Select [9. Reset Settings]
10. Select [1. System Auto Reset].
11. Select the desired default screen and select [OK].
12. Select close 4 times to return to the main copy screen.

Solution ID TAUS0651957EN* **Solution Usage** 3

Description

A "forward TX" or "Unable to find folder" message is received when attempting to scan to an SMB share located on a LINUX* system.

Solution

Presently this is a functional limitation if the bizhub 600/IC202 system. The ability to scan to SMB via Samba* will be added to the system during the next major software upgrade. The upgrade is presently slated to be released in the third quarter of 2006. This timeframe is subject to change.

Note: If viewing this solution via the web, please click on "Notify me when this solution changes" for an automatic E-mail that will be sent when this solution is updated.
For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code ESC_BT.

* Trademark ownership information

Solution ID TAUS0648384EN* **Solution Usage** 2

Description

FK502, where to install the FK502.

Solution

Installation of the FK502 on the bizhub 600 will require a mounting kit (MK701) and a firmware upgrade. The FK502 is not available yet, therefore, the setup instructions have not been released.

Solution ID TAUS0648799EN* **Solution Usage** 2

Description

How to isolate Tray 1.

Solution

To isolate Tray 1, perform the following:
1. Press the Utility/Counter key on the operation panel
2. Touch [Details] on the touchscreen.
3. Press Stop, 0, 0, Stop, 0, 1.
4. Touch [System 2] on touchscreen.
5. Touch [DipSW Setting] on the touchscreen.
6. Scroll to dipswitch 18-0.
7. Touch [ON (1)] on the touchscreen.
8. Touch [Set] on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0648971EN* **Solution Usage** 2

Description

How to change the default settings for the Copy Mode (such as the number of copies to be made).

Solution

To specify the default settings of the Copy Mode, perform the following:
1. Press the [Copy] key on the copier operation panel to enter the Copy Mode.
2. Select the setting to make the default value in the Copy Mode.
3. Press the [Utility/Counter] key.
4. Touch the [User Setting] key.
5. Touch the [Initial Setting] key.
6. Touch [Current Setting] followed by [OK].
7. Touch [Close] twice to exit.

Note: The default settings of the Copy Mode can be set to factory default by touching [Factory Default].

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Solution ID TAUS0649002EN* **Solution Usage** 2

Description
Weekly Timer settings do not stay resident after powering the copier OFF/ON.

Solution
CAUSE: The Initial setting is set to factory settings.

SOLUTION: Access User Settings, enter Initial settings, change the settings to Current Settings.

Solution ID TAUS0649635EN* **Solution Usage** 2

Description
How to set the count method for 11x17 paper.

Solution
To set the count method for11x17, perform the following:
1. Enter the Service Mode (Utility/Details/Stop, 0, 0, Stop, 0, 1).
2. Select System2.
3. Select DipSW Setting.
4. Set SW 8, bit 6 to (ON = 2 counts, OFF = 1 count). Press Set.
5. Press OK.
6. Next, press (stop, 9) to acsess Billing Setting.
7. PressCounter Setting.
8. Press Mode One.
9 Select 11x17.
10. Press Exit to return to the copy mode.

Solution ID TAUS0650334EN* **Solution Usage** 2

Description
Mixed Original performing a double scan.

Solution
Update the firmware to level 15_C4 or higher. The originals are scanned only one time with this firmware so the speed is much better.

Solution ID TAUS0651082EN* **Solution Usage** 2

Description
'Input Error' message when trying to change the default value for the control panel auto reset time.

Solution
CAUSE: Incorrect procedure.

SOLUTION: Before entering a new value, press the Clear key.

Solution ID TAUS0652352EN* **Solution Usage** 2

Description
How to program the scan auto reset timer.

Solution
To program the scan reset timer, perform the following:
1. Press the [Utility/Counter] key on the operation panel.
2. Touch 2 [User Setting] on the touchscreen.
3. Touch 1 [System Setting] on the touchscreen.
4. Touch 4 [Reset Setting] on the touchscreen.
5. Touch 2 [Auto Reset] on the touchscreen.
6. Touch [Input] on the touchscreen.
7. Press the [C] key on the operation panel.
8. Use the numeric keypad to input the desired reset time from 1 to 9 minutes.
9. Touch [OK] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Touch [Close] on the touchscreen.
12. Touch [Close] on the touchscreen.
13. Touch [Close] on the touchscreen to return to the normal screen.

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Solution ID TAUS0652404EN* **Solution Usage** 2

Description
ERROR 2 message while performing the non image area erase check.

Solution
CAUSE: The machine is stationed to close to overhead lighting.

SOLUTION: Move machine away from overhead lighting.

Solution ID TAUS0654212EN* **Solution Usage** 2

Description
Authentication error message on LCD when entering Secure Print Password.

Solution
CAUSE: The bizhub 600 print driver specifies the incorrect printer in the driver's Options tab.

SOLUTION: Under the driver's Options tab, select the correct model that is being used.
Note: This applies to both the Konica Minolta 750/600 PCL* and PostScript* drivers.

* Trademark ownership information

Solution ID TAUS0654316EN* **Solution Usage** 2

Description
"Copying is Restricted" message when logging into User account that was exported into the bizhub 600 from PageScope Data Administrator via a CSV or a Tab Text file.

Solution
CAUSE: An abnormality with how account track data is exported into the bizhub 600 from PageScope Data Administrator using a CSV or Tab Text file. This was confirmed with PageScope Data Administrator version 2.0.3.3659.

SOLUTION: A new version PageScope Data Administrator (2.2.1.4516) is now available that correct this issue.

Notes: The new version is available for download from the Konica Minolta ftp site;
ftp://kbtdigital:kx15@ftp.konicabt.com/Solutions/PageScope/Data_Administrator/

Solution ID TAUS0648017EN* **Solution Usage** 1

Description
How to set for full scan (no edge deletion) as the default scan mode.

Solution
To set for full scan, perform the following:
1. From the normal screen, touch the Application Icon
2. On the next screen, touch the Image Adjustment icon
3. On the next screen, touch the Full Scan icon
4. Touch OK to accept.
5. Press the Utility/Counter key
6. On the next screen, touch #3 Copier Setting
7. On the next screen, touch #1 Reset Setting
8. On the next screen, touch #1 Initial Setting
9. On the next screen, touch Current Setting
10. Touch OK.

Solution ID TAUS0648167EN* **Solution Usage** 1

Description
Introducing the new bizhub 600.

Solution
See Bulletin 05-GB-087 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0648257EN* **Solution Usage** 1

Description
How to set either Copy, Scan, Fax, or Box mode displayed as the default screen when the machine is powered ON.

Solution
To change the default copy screen perform the following;
1. Select [Utility].
2. Select [2. User Settings].
3. Select [3. Initial Settings].
4. Select [Current Settings].
5. Select [OK].
6. Select [1. System Settings].
7. Select [4. Reset Settings]
8. Select [1. System Auto Reset].
9. Select the desired default screen and select [OK].
10. Select close 4 times to return to the main copy screen.

Solution ID TAUS0648365EN* **Solution Usage** 1

Description
FK502, compatibility.

Solution
The FK502 (Item #15LB) is the optional fax kit used on the bizhub 600.
Installation of the FK-502 on the bizhub 600 will require a mounting kit (MK-701) and a firmware upgrade.

Solution ID TAUS0648422EN* **Solution Usage** 1

Description
When attempting to copy a duplexed original to create a Fold and Stitch booklet, the image is reduced and rotated.

Solution
CAUSE: Incompatible Application settings are being used for the Fold and Stitch option.

SOLUTION: Reset the Application settings.
1. While in Copy Mode, press Application on the LCD.
2. Press Reset at upper left of the LCD.
3. Press Basic and select any additional settings needed (2-2, Fold & Stitch).

Solution ID TAUS0648465EN* **Solution Usage** 1

Description
Revised method to start up/finish the service mode (correction of failure at ISW).

Solution
See TNBT0500202EN00.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0648901EN* **Solution Usage** 1

Description
Is port 9100 available for printing?

Solution
Under PageScope Web Connection all open ports can be seen by selecting the "Print" tab and then the "Port Setting" selection. All open ports are indicated with the status ON or OFF. By default, port 9100 is enabled along with 9112 ~ 9116.

Solution ID TAUS0649460EN* **Solution Usage** 1

Description
How to print the configuration page.

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Solution

To print a configurationpage, perform the following;
1. Select [Utility].
2. Select [2. User Settings].
3. Select [6. Printer Settings].
4. Select [5. Print Reports]
5. Select [Configuration].

Solution ID TAUS0649568EN* **Solution Usage** 1

Description

EK-701 Local Interface Kit for bizhub 750/600 (Function Clarification).

Solution

See Bulletin 05-GB-105 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0649666EN* **Solution Usage** 1

Description

How to set to default to "Scan" at power ON.

Solution

To set the machine to default to Scan at by power on, perform the following:
1. Press the Copy key on the copier operation panel.
2. Press the Utility Counter key.
3. Touch User Setting.
4. Touch System Setting.
5. Touch Reset Setting.
6. Touch System Auto Reset.
7. Touch "Scan."
8. Touch OK.
9. Touch Close twice to Exit.

Solution ID TAUS0649936EN* **Solution Usage** 1

Description

The following issues occur when an external key counter is connected:
1. Mixed original and Z-folded original keys are not displayed on Original setting screen. The modes cannot be selected.
2. When key counter is pulled out, the previous job setting is not reset.
3. When the platen cover is open, it is not possible to make copies with APS.
4. Rotation sort cannot be selected.
5. If key counter is pulled out during a copy job, the job does not restart after it is reconnected.

Solution

CAUSE: Outdated firmware.

SOLUTION: Please upgrade to version 12 U2 firmware for use on machines with key counters installed.

Solution ID TAUS0650755EN* **Solution Usage** 1

Description

Controller initialization error after upgrading to version 14 firmware.

Solution

CAUSE: Incorrect procedure.

SOLUTION: Before upgrading the firmware, make sure to write down all the network setting data such as TCP/IP* address , Gateway, subnet mask etc..
Correct to the network with the following procedure:
1. Enter the [Administrator Setting] after pressing Utility/Counter.
2. Select the [Network Setting] key.
3. Select the [OFF] key and press the [OK] key.
4. Turn OFF/ON the main power switch.
5. Repeat step 1-3 and enter the [Network Setting] screen.
6. Select the [ON] key and press the [OK] key.
7. Turn OFF/ON the main power switch.

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8. Repeat step 1-2 and enter the [Network Setting] screen.
9. Enter various data of [Network Setting].

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Solution ID TAUS0650818EN* **Solution Usage** 1

Description
Unable to enter correct copy quantity.

Solution
CAUSE: Copy limit function is enabled.

SOLUTION: To program the copy quantity limit in the Dip Switch Setting Mode, perform the following:
1. With the copier powered ON access the service mode.
2. Touch [System 2] on the touchscreen.
3. Touch [DipSw Setting] on the touchscreen.
4. Scroll to dipswitch 9-4.
5. Use the matrix below to determine which value inputs at DIPSW 9 (bits 4, 5, 6, and 7 should be entered to select the copy quantity limit desired by the customer):

9-4 to 0	9-5 to 0	9-6 to 0	9-7 to 0: No limit
9-4 to 1	9-5 to 0	9-6 to 0	9-7 to 0: Copy limit = 1
9-4 to 0	9-5 to 1	9-6 to 0	9-7 to 0: Copy limit = 3
9-4 to 1	9-5 to 1	9-6 to 0	9-7 to 0: Copy limit = 5
9-4 to 0	9-5 to 0	9-6 to 1	9-7 to 0: Copy limit = 9
9-4 to 1	9-5 to 0	9-6 to 1	9-7 to 0: Copy limit = 10
9-4 to 0	9-5 to 1	9-6 to 1	9-7 to 0: Copy limit = 20
9-4 to 1	9-5 to 1	9-6 to 1	9-7 to 0: Copy limit = 30
9-4 to 0	9-5 to 0	9-6 to 0	9-7 to 1: Copy limit = 50
9-4 to 1	9-5 to 0	9-6 to 0	9-7 to 1: Copy limit = 99

6. Touch the ON/OFF key to input the desired setting of 0 (OFF), or 1 (ON) for bit location 4.
7. Touch [OK] on the touchscreen.
8. Scroll to bit 5.
9. Repeat the procedure in steps 6 and 7 for dipswitches 9-5, 9-6, 9-7.
10. Touch [OK].
11. Touch [Exit] to exit the Dip Switch Setting Mode.

Solution ID TAUS0651457EN* **Solution Usage** 1

Description
Unable to offset mixed originals.

Solution
CAUSE: Early version firmware.

SOLUTION: Upgrade the firmware to at least version 14. Enable softswitch 32-6 for offsetting mixed originals.

Solution ID TAUS0651514EN* **Solution Usage** 1

Description
Can documents stored on the hard drive be printed from the web interface?

Solution
The scan to box documents are available for printing from the web interface.

Solution ID TAUS0651516EN* **Solution Usage** 1

Description
Is it possible to overwrite/update documents that are stored in a BOX?

Solution
Documents stored on the hard drive can not be overwritten/updated and a new document would have to be scanned.

Solution ID TAUS0651562EN* **Solution Usage** 1

Description
Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

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Solution

The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0651568EN* **Solution Usage** 1

Description

Is the bizhub 600 PostScript* (P) driver Microsoft*-certified?

Solution

The bizhub 600 PostScript (P) driver is Microsoft-certified. Microsoft-certified drives are listed on the [[Windows Marketplace Tested Products List| URL http://testedproducts.windowsmarketplace.com/results.aspx?&text=Konica%20Minolta&bCatID=0&cpID=0&ocID=0&OR=1&PG=1]].
Note: Scroll through the available pages to obtain a complete listing of Konica Minolta Microsoft-certified drivers.

* Trademark ownership information

Solution ID TAUS0651569EN* **Solution Usage** 1

Description

Is the bizhub 600 PCL* driver Microsoft*-certified?

Solution

The bizhub 600 PCL driver is Microsoft-certified. Microsoft-certified drives are listed on the [[Windows Marketplace Tested Products List| URL http://testedproducts.windowsmarketplace.com/results.aspx?&text=Konica%20Minolta&bCatID=0&cpID=0&ocID=0&OR=1&PG=1]].
Note: Scroll through the available pages to obtain a complete listing of Konica Minolta Microsoft-certified drivers.

* Trademark ownership information

Solution ID TAUS0651691EN* **Solution Usage** 1

Description

Does the bizhub 600 support NTLM* authentication protocol?

Solution

The bizhub 600 does not support NTLM.

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Solution ID TAUS0651711EN* **Solution Usage** 1

Description

Is the bizhub 600 PostScript* (V) driver Microsoft*-certified?

Solution

The bizhub 600 PostScript (V) driver is Microsoft-certified. Microsoft-certified drives are listed on the [[Windows Marketplace Tested Products List| URL http://testedproducts.windowsmarketplace.com/results.aspx?&text=Konica%20Minolta&bCatID=0&cpID=0&ocID=0&OR=1&PG=1]].
Note: Scroll through the available pages to obtain a complete listing of Konica Minolta Microsoft-certified drivers.

* Trademark ownership information

Solution ID TAUS0651718EN* **Solution Usage** 1

Description

'Original cannot be loaded together. Job has been deleted' message when copying 5.5x8.5 paper from the RADF and the unit must be powered OFF/ON to resolve the message.

Solution

CAUSE: Mixed originals is selected in the Combine Original selection.

SOLUTION: Disable mixed originals by selecting Combine Originals and then deselect Mixed Originals.

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Solution ID TAUS0651965EN* **Solution Usage** 1

Description
How to disable the key click sound on the touchscreen panel.

Solution
To disable the key click sound on the touchscreen panel, perform the following:
1. With the copier powered ON, press the Accessibility key.
2. Touch 4 [Sound Setting] on the touchscreen.
3. Touch 1 [Key Accept Sound/Key Refuse Sound] on the touchscreen.
4. Touch [OFF].
5. Touch [OK] on the touchscreen.
6. Touch [Close] on the touchscreen.
7. Touch [Close] on the touchscreen.

Solution ID TAUS0651967EN* **Solution Usage** 1

Description
How to enable the key click sound on the touchscreen panel.

Solution
To enable the key click sound on the touchscreen panel, perform the following:
1. With the copier powered ON, press the Accessibility key.
2. Touch 4 [Sound Setting] on the touchscreen.
3. Touch 1 [Key Accept Sound/Key Refuse Sound] on the touchscreen.
4. Touch [ON].
5. Touch [OK] on the touchscreen.
6. Touch [Close] on the touchscreen.
7. Touch [Close] on the touchscreen.

Solution ID TAUS0652163EN* **Solution Usage** 1

Description
Can the Konica Minolta FTP Server Utility be used to scan to a subfolder of the designated FTP root folder?

Solution
The Konica Minolta FTP Server Utility can be used to scan to a subfolder of the designated FTP root folder. First, in the FTP Utility Settings, specify the path to the Root Folder. Then create subfolder(s) in Windows Explorer directly beneath the FTP root folder. In PageScope Web Connection, specify the FTP Destination path, /subfolder. The '/' represents the root FTP directory on the computer which has the FTP Server Utility installed. 'Subfolder' represents the name of the subfolder created directly beneath the FTP root folder.

Solution ID TAUS0652195EN* **Solution Usage** 1

Description
'Close Section Properly' message for the EDH even though the cover switch is actuated properly.

Solution
CAUSE: The wire harness attached to MS301 (Cover Open/Close Micro Switch) is pinched or overly compressed by the wire ties securing it to the EDH frame.

SOLUTON: Remove the wire tires and check the EDH cover to see if the problem is resolved. Replace the removed ties with new ones (p/n 00Z922410), ensuring that they are not excessively tight to prevent the problem from recurring. If the problem persists, replace the MS301 microswitch (p/n 12QR86010).

Solution ID TAUS0652298EN* **Solution Usage** 1

Description
C-D020 code.

Solution
CAUSE: The HD503 verification could not be completed.

SOUTION: Re-seat the connections on the HD503 and the System Control Board.

Solution ID TAUS0652308EN* **Solution Usage** 1

Description
Can copy jobs be deleted from the web interface utility?

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Solution
Copy jobs can only be deleted from the main body touchscreen.

Solution ID TAUS0652350EN* **Solution Usage** 1

Description
How to program the copy auto reset timer.

Solution
To program the copy auto reset timer, perform the following:
1. Press the [Utility/Counter] key on the operation panel.
2. Touch 2 [User Setting] on the touchscreen.
3. Touch 1 [System Setting] on the touchscreen.
4. Touch 4 [Reset Setting] on the touchscreen.
5. Touch 2 [Auto Reset] on the touchscreen.
6. Touch [Input] on the touchscreen.
7. Press the [C] key on the operation panel.
8. Use the numeric keypad to input the desired reset time from 1 to 9 minutes.
9. Touch [OK] on the touchscreen.
10. Touch [Close] on the touchscreen.
11. Touch [Close] on the touchscreen.
12. Touch [Close] on the touchscreen.
13. Touch [Close] on the touchscreen to return to the normal screen.

Solution ID TAUS0652363EN* **Solution Usage** 1

Description
User passwords are exposed on the report that is generated when the scanner one-touch list is exported from the bizhub 600/ IC202 system.

Solution
CAUSE: Incorrect firmware is installed and/or dipswitch 34-2 is set to 0.

SOLUTION: Upgrade the machine to version 15-C4 firmware. This firmware is available for download from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]]. Once this firmware is installed, set dipswitch 34-2 to a value of 1.

Solution ID TAUS0652389EN* **Solution Usage** 1

Description
ZU602, is the ZU602 compatible with the FS505, FS504 and the FS502?

Solution
The ZU602 is compatible with all three finishers, FS505, FS504 and the FS502.

Solution ID TAUS0652469EN* **Solution Usage** 1

Description
Recommended transparency, bizhub 600.

Solution
Standard transparency (PCUA 946427 - equivalent to the 3M* type PP2500 688/503).
The following are alternate high temperature transparencies that are also recommended:
3M type PP2950
3M type CG5000
Note: Konica Minolta recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

* Trademark ownership information

Solution ID TAUS0652475EN* **Solution Usage** 1

Description
When printing from Oracle* the machine indicates to load A4 size paper.

Solution
CAUSE: The option to switch automatically from A4 paper to letter or legal is not enabled.

SOLUTION: To automatically switch from A4 paper to letter or legal, perform the following:

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1. Press the Utility Key.
2. Press User Setting.
3. Select Printer Setting.
4. Select Basic Setting.
5. Select A4/A3 LTR/LGR Auto Switch.
6. Select A4/A3 Letter/11x17.

* Trademark ownership information

Solution ID TAUS0652496EN* **Solution Usage** 1

Description
Parts destination number in the bizhub 600/750 Parts Guide Manual for USA/CANADA 120V 60Hz machines.

Solution
Parts destination number for USA/CANADA 120V 60Hz machines is [B].

Solution ID TAUS0652516EN* **Solution Usage** 1

Description
How to set and enable mixed original mode.

Solution
To set the machine for mixed original mode, perform the following:
1. Press the Utility Key and then User Setting.
2. Press System Setting and then Paper Trays.
3. Select ATS Switch and press ALLOW.
4. ATS is programmed.
5. From the main copy screen press Combine Originals and then Mixed Original.

Solution ID TAUS0652613EN* **Solution Usage** 1

Description
How to register an E-mail address in the address book through the touchscreen.

Solution
To register an E-mail address in the address book through the touchscreen, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Input the Administrator Password [1, 2, 3, 4, 5, 6, 7, 8] default setting.
4. Touch [3 One-Touch Registration] on the touchscreen.
5. Touch [1 Scan] on the touchscreen.
6. Touch [1 Address Book] on the touchscreen.
7. Touch [1 E-Mail] on touchscreen.
8. Select main letter reference block [A B C], [D F G], [G H I], [J K L], [M N O], [P Q R S], [T U V], [W X Y Z], [etc] on the touchscreen.
9. Touch [New] on the touchscreen.
10. Touch [Name] on the touchscreen and input the name of the E-mail entry.
11. Touch [OK] on the touchscreen.
12. Touch [E-Mail Address] on the touchscreen and input the E-mail address of the entry.
13. Touch [OK] on the touchscreen two times.
14. Touch [Close] on the touchscreen six times to return to the normal copy screen.

Solution ID TAUS0652961EN* **Solution Usage** 1

Description
How to delete a User Box from a workstation.

Solution
To delete a User Box from a workstation, perform the following:
1. Browse to the PageScope Web Connection by entering the machines IP address.
2. Click on [Admin Mode].
3. Enter the Administrator password (1, 2, 3, 4, 5, 6, 7, and 8) default setting.
4. Click on [Login].
5. Click on [User Box].
6. Input the User Box Number to be deleted.
7. Click on [Delete].
8. Click on [OK].
9. Click on [OK].

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Solution ID TAUS0653381EN* **Solution Usage** 1

Description
When receiving incoming (RX) faxes the copier is locking up. There are no service codes indicated. The copier can transmit (TX) documents without any issues.

Solution
CAUSE: The copier has the "Memory RX" feature enabled, and there is no hard disk drive (HD503) option installed. The HD503 option is required to support the memory reception feature.

SOLUTION: To prevent the copier from locking up during fax reception, disable the memory reception feature if the hard disk drive option is not installed. To disable this feature, perform the following:
1. Press [Utility].
2. Press [Administrator Settings] and enter administrator password.
3. Press [Fax Settings].
4. Press [Function Setting].
5. Select [Memory RX].
6. Select [OFF].

Solution ID TAUS0653464EN* **Solution Usage** 1

Description
Is developer included in the 250K PM Kit?

Solution
The 250K PM Kit does not include developer.

Solution ID TAUS0653877EN* **Solution Usage** 1

Description
How to display the MAC address of the NIC.

Solution
To display the NIC MAC address do the following:
1. Select Utility.
2. Touch Detail.
3. Touch Administrator Setting.
4. Key in 1,2,3,4,5,6,7,8 for password and select NetWork Setting.
5. Select Details setting and then Device Settings.
6. The MAC address should be on the left side of the LCD.

Solution ID TAUS0653974EN* **Solution Usage** 1

Description
How do you turn off/on auto zoom?

Solution
To turn on/off the auto zoom, perform the following:
1. Press the utility button.
2. Select Admin. Settings.
3. Enter passcode 12345678.
4. Select Copier Setting.
5. Select on/off for Auto Zoom ADF and platen.

Solution ID TAUS0654520EN* **Solution Usage** 1

Description
How to print out Account Track counter list.

Solution
To print the Account Track counter list, perform the following:
1. Press Utility.
2. Select Administration Setting.
3. Select User Authentication/Account Track.
4. Select Counter List.

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Solution ID TAUS0654606EN* **Solution Usage** 1

Description
When stapling sets of documents via the print driver, the sets come out all stapled together not separate.

Solution
CAUSE: The collate check box in both the application print window and the printer properties is checked.

SOLUTION: Uncheck both the collate check boxes in the printer properties and the application print window.

Solution ID TAUS0701179EN* **Solution Usage** 1

Description
Each record form is reversed for Microsoft® Publisher 2003 or Word 2003 mail merge booklet.

Solution

CAUSE: The output order is correct when printing mail merge from application with booklet function selected in the print driver.
Note : The original file, a four-page form with two records, is combined into the following output for the booklet:
1. Page 8 (4 th page of second record) and page 1 (1 st page of first record) = output page 1, side 1
2. Page 2 (2 nd page of first record) and page 7 (3 rd page of second record) = output page 1, side 2
3. Page 6 (2 nd page of second record) and page 3 (3 rd page of first record) = output page 2, side 1
4. Page 4 (4th page of first record) and page 5 (1 st page of second record) = output page 2, side 2

SOLUTION: To print booklet from Publisher:
1. Access the print dialog box from mail merge wizard or under File menu.
2. Select the appropriate IC-202 print driver.
3. Click on 'Change Page Order' and select 'Print as book'.
4. Select left bind duplex in the appropriate IC-202 print driver.
Note: Do not select the booklet from print driver properties.
5. Print the mail merge.

To print booklet from Word:
1. Perform the instruction listed in the Word_Mail_Merge_printing.txt document.
2. Select left bind duplex from 'Printing Preferences' from the print driver properties.
3. Open static form in Word.
4. Select 'Tools' menu.
5. Select 'Letters and Mailings'.
6. Follow the mail merge wizard.
7. Print the document.
Notes :
a. The macro will require the number of sections (listed in the lower information bar in Word) for the form.
b. The macro will split each record into a separate print job.
c.Refer to the attached document for additional reference.

Solution ID TAUS0648012EN* **Solution Usage** 0

Description
How to set for full scan (no edge deletion).

Solution
To set for full scan, perform the following:
1. From the normal screen, touch the Application Icon
2. On the next screen, touch the Image Adjustment icon
3. On the next screen, touch the Full Scan icon
4. Touch OK to accept.

Solution ID TAUS0648405EN* **Solution Usage** 0

Description
MK701, compatibility.

Solution
The MK701 (item #15MY) is the mount kit for the FK502 when installed on the bizhub 600.

Solution ID TAUS0648501EN* **Solution Usage** 0

Description

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PK505, installation cautions.

Solution

Refer to bulletin 5157 details.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0649071EN* **Solution Usage** 0

Description

How to make copies of a 11x17 open booklet and make a copy of the page closest to scale plate.

Solution

To make copy of 11x17 size booklet and page closest to the scale plate:
1. Press Utility
2. Select #3 Admin Settings (enter password)
3. Select #1 System Setting
4. Touch Expert Adj
5. Select # 2 Erase Adj then touch Non Image Area Erase, select Do Not Erase When X1.0

Note: When placing a 11x17 booklet on the platen the RADF is not being used so Non Image Erase feature is not being used.
SOLUTION PROVIDE BY Doug Bivens - Quality Business Systems.

Solution ID TAUS0649422EN* **Solution Usage** 0

Description

N-72 displayed following attempt to perform LDAP search from the machine.

Solution

CAUSE: The LDAP search root is described incorrectly.

SOLUTION: The search root should be described based on the domain name of the server.
Example:
nssg.konicabt.com would be descibed as:
dc=nssg,dc=konicabt,dc=com
or
dc=nssg,dc=konicabt,dc=local (if the domain is also described as a local domain)

Solution ID TAUS0650055EN* **Solution Usage** 0

Description

Specification Clarification: Published Paper Weight for bizhub 600.

Solution

See Bulletin 05-GB-110 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0650464EN* **Solution Usage** 0

Description

FS602/ZU602, the punch selections are not available when copying but functions when printing.

Solution

CAUSE: The Punch unit has not been enabled or is isolated due to an internal service error.

SOLUTION: Perform the following:
1. Check to see if DIPSW26, bit 3 is set to ON, and DIPSW26, bit 2 is set to OFF in the [25] service mode. These DIPSW settings is for enabling the (ZU602) PK505 when installed.
2. Recommend checking DIPSW19, bit 5 in the [25] service mode. The DIPSW setting is for faulty parts isolation of the PK505 (ZU602) and should be set to OFF. If set to ON, the punch had some type of error during set up. Set bit to OFF to reset isolation condition.
3. If the issue continues, the PKCB (Punch Unit Control Board) should be replaced.

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Solution ID TAUS0650500EN* **Solution Usage** 0

Description
Unable to scan to E-Mail.

Solution
CAUSE: The Administrator Mail Address is not entered.

SOLUTION: Please enter an E-mail address in the administrator mail address section of the E-Mail transmission . E-Mail address does not have to be valid as long as the E-Mail format is used.

Solution ID TAUS0650561EN* **Solution Usage** 0

Description
Can the bizhub 600 Crisscross Sort?

Solution
bizhub 600 - Crisscross Sorting

Separating Copies by Pages (Group Setting)
1. As the Default "Group" is selected.
2. If "Offset" is selected while no finisher is installed, crisscross sorting will be performed.
3. Printed Copies will be fed out and sorted in an alternating crisscross pattern if the following conditions are met:
   a. 8.5x11 or 5.5x8.5 size paper is used.
   b. Paper of the same size and type is loaded with the Letter R orientation in one paper tray and with the Letter Portrait in another tray.
   c. The "Auto Paper Select" setting is selected.
   d. The "Auto Paper Select" setting is not selected when the Mixed Original setting is selected.
   e. If the "Offset" is selected while a finisher is installed, printed copies are fed out and stacked on top of each set shifted to separate it.

Note: Refer to Page 3-57 of the bizhub 600/750 User Manual.

Solution ID TAUS0650576EN* **Solution Usage** 0

Description
The LDAP icon is not showing on the touchscreen when selecting scan to E-Mail.

Solution
CAUSE: LDAP is disabled on the NIC.

SOLUTION: Browse to the NIC, log in as administrator. Select Network and then LDAP. Enable the LDAP option.

Solution ID TAUS0650602EN* **Solution Usage** 0

Description
Is the bizhub 600 supported for the Counter Reader function in PageScope Net Care 5.23.024?

Solution
PageScope Net Care 5.23.024 supports the Counter Reader Function for the bizhub 600 with plug-ins installed.
Note: When a model is listed as supported for Net Care, it does not necessarily mean that it is supported for Counter Reader unless specifically stated.

Solution ID TAUS0650828EN* **Solution Usage** 0

Description
PK505 is not recognized.

Solution
CAUSE: One of the wires on the connectors that plug into the PK505 board is loose or has backed out.

SOLUTION: Inspect each connector until the suspect wire is found. Repair wiring and then check the isolation softswitch 19-5 and ensure it is set to OFF.

Solution ID TAUS0650883EN* **Solution Usage** 0

Description
J73-15.

Solution
CAUSE: Mylar not attached correctly causing a false reading.

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SOLUTION: Remove the sensor reflector and check that the mylars are properly attached to the plate.
SPECIAL NOTE: Solution provided by Luis Alvarez, KMBS San Diego

Solution ID TAUS0650916EN* **Solution Usage** 0

Description
Can not print to the copier/printer or PING it from workstation or laptop using a crossover cable.

Solution
CAUSE: Failed System CB.

SOLUTION: Replace the System Control Board (p/n 57BA-9061).

Solution ID TAUS0650917EN* **Solution Usage** 0

Description
Reasons why the NIC might not connect to a Novell* NDS server when attempting to configure using queue-based printing (IPX/SPX).

Solution
1. The SET 'reply to request for nearest server' setting is not enabled.
2. Not enough licenses.
3. Signature level not set between 0 - 2. Signature level 3 (packet encryption) is not supported.
4. No autosense. If the NICs are bound to three or more LAN protocols, then the autosense of media type fails. Select a frame type manually.
5. NDS and the local schema are corrupt and need to be repaired with DSRepair.
6. Printer object is not set up as remote/unknown. Wipe all objects and recreate them with Quick Setup.
7. The Disable Bindery setting is checked in the IPX setup on the NIC. It disables everything.
8. Using autosense hubs. The port needs to be set up as a single speed or a single speed hub needs to be placed between the autosense hub and the NIC.
9. The NIC is not advertising on the network. Use Display Servers command and view three instances of the KN card.
10. If AppleTalk* is not needed, disable it. Both AppleTalk and Novell protocols are 'chatty'.

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Solution ID TAUS0651123EN* **Solution Usage** 0

Description
How to input the network path when setting up IPP for Microsoft* Windows 9x, ME, 2000, XP or 2003.

Solution
To input the network path for IPP, perform the following:
1. Click Start, choose Settings, and then choose Printers.
2. In the Printers window, double-click the icon for the print driver.
3. Choose Properties from the File menu.
4. Click the Details tab, and then click Add Port. The Add Port dialog box will appear.
5. Enter the network path for the printer as follows: http://IP address or DNS name:631/ipp.
6. Click OK.

Note: IPP printing across a router requires port numbers 631 and 80 to be unblocked.

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Solution ID TAUS0651190EN* **Solution Usage** 0

Description
Unable to set the printer TCP/IP* address.

Solution
CAUSE: The TCP/IP settings on the bizhub 600/IC202 are set with DHCP enabled (ON) by default. A static TCP/IP address cannot be manually set when DHCP is enabled.

SOLUTION: Under the TCP/IP setting, set DHCP to (OFF), this will allow the input of a static TCP/IP address onto the printer.

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Solution ID TAUS0651217EN* **Solution Usage** 0

Description
Unable to scan to E-mail.

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Solution

CAUSE: The NIC is corrupted.

SOLUTION: Reset the NIC to factory setting by performing the following:
1. Browse to the NIC and enter ADMIN mode.
2. Select Maintenance.
3. Select Network Setting Clear and select OK.
4. Power OFF/ON the machine and re-enter all the NIC information.

Solution ID TAUS0651321EN* **Solution Usage** 0

Description

Scanned PDF or TIF 8.5x11 documents are displayed in landscape orientation in the image viewer software. The original documents are fed in the 8.5x11R direction. The documents will have to be rotated 90 degrees by the software.

Solution

CAUSE: Incorrect setting for the scan document orientation.

SOLUTION: To change the document orientation for 8.5x11R document, perform the following:
1. Press [SCAN] button.
2. Enter Destination.
3. Press [SCAN SETTINGS] button. Select setting for the document.
4. Press [ORIGINAL SETTING].
5. Press [ORIGINAL DIRECTION] button.
6. Select the third button [The image on the button should be 'A' is pointing to the left].
7. Press OK twice.
8. Start the scan job.

Solution ID TAUS0651326EN* **Solution Usage** 0

Description

How to set the bizhub 600 to have all 8.5x11R scanned documents displayed in portrait orientation.

Solution

To have the bizhub 600 default to this setting, perform the following:
1. Press [SCAN] button.
2. Press [SCAN SETTINGS].
3. Press [ORIGINAL SETTINGS].
4. Press [ORIGINAL DIRECTION].
5. Select the third button [The image on the button should be 'A' is pointing to the left].
7. Press OK three times.
8. Press [UTILITY/COUNTER].
9. Press [USER SETTING].
10. Press [INTIAL SETTING].
11. Press [CURRENT SETTING].
12. Press [OK].
13. Press [CLOSE] twice.

Solution ID TAUS0651375EN* **Solution Usage** 0

Description

Troubleshooting Guide, bizhub 600.

Solution

See bizhub 600/750 Troubleshooting Guide for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0651553EN* **Solution Usage** 0

Description

When copying, a 5-inch gray area is exhibited at the top in the front-to-rear direction.

Solution

CAUSE: A poor connection of the CCD or the CCD has failed.

SOLUTION: Reseat the connectors for the CCD and replace the CCD (p/n 57AA-6301) if needed.

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Solution ID TAUS0651723EN* **Solution Usage** 0

Description
Macintosh* OS 10.3.x/10.4.x printer driver support.

Solution
A Macintosh OS 10.3.x/10.4.x printer driver is available for the Konica Minolta bizhub 600/750_IC-202 system.
The driver and supporting documentation is available for download from Konica Minolta NSSG Technical Web support driver selector database [[Driver selector site| URL http://techweb.konicabt.com/DownloadSelector/Search.aspx]].
Notes:
1. Be sure to read through the drivers supporting documentation to ensure the bizhub 600/750_IC-202 is updated with it's proper firmware to support this driver.
2. The latest firmware and system code is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

* Trademark ownership information

Solution ID TAUS0651734EN* **Solution Usage** 0

Description
Unable to login through PageScope Web Connection. User is prompted for a user name and password.

Solution
CAUSE: This indicates that Authentication is enabled.

SOLUTION: Either provide valid username and password (Active Directory, SMB, NDS or MFP Authentication) or turn Authentication OFF.

Solution ID TAUS0651917EN* **Solution Usage** 0

Description
When performing the book copy function, the right side of the copied book is printed and not the left side.

Solution
CAUSE: Early version firmware is installed.

SOLUTION: Upgrade the firmware to at least version 14.

Solution ID TAUS0651929EN* **Solution Usage** 0

Description
How to set the default paper tray for printing.

Solution
To set the default paper tray for printing, perform the following:
1. Select the Utility key.
2. User Settings
3 Select Print Setting.
4. Select Paper Tray.
5. Select the desired default tray and press OK.

Solution ID TAUS0651932EN* **Solution Usage** 0

Description
How to set up LDAP so that user authentication is not required when performing an LDAP search.

Solution
To set up LDAP so that user authentication is not required when performing an LDAP search, perform the following:
1. Select SIMPLE for the Authentication Method.
2. DISABLE User Authentication.
3. Enter a Login Name and Password and press APPLY if making the changes via the web interface.
4. An LDAP search can now be performed without the user having to authenticate.

Solution ID TAUS0651952EN* **Solution Usage** 0

Description

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Slow printing of PDFs when using the Visual PostScript* print driver with Adobe* Reader.

Solution

CAUSE: Incorrect printer properties selected.

SOLUTION: To allow proper printing of the PDF, perform the following:
1. From the application, select File/Print.
2. In the lower left corner of the print window, select Advanced.
3. Check the Print As Image box.
4. Select any additional feature from the print driver and select OK.

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Solution ID TAUS0651987EN* **Solution Usage** 0

Description

How to perform the cover sheet tray size adjustment.

Solution

To perform the cover sheet tray size adjustment, perform the following:
1. Enter the tech rep mode.
2. Press utility.
3. Press detail.
4. Press stop 0,0, stop 0,1.
5. Press the finisher tab.
6. Press cover sheet tray size tab.
7. Press upper tray.
8. Set 8.5 by 11R paper in cover inserter tray.
9. Press start button.
10. Verify that it is reading correct paper size; if not repeat steps 5-8.

Solution ID TAUS0652057EN* **Solution Usage** 0

Description

How to offset mixed originals.

Solution

To offset mixed originals, firmware version 14 or above is required and softswitch 32-6 must be enabled.

Solution ID TAUS0652166EN* **Solution Usage** 0

Description

From PageScope JobSpooler 1.5.0.7, when reprinting a job saved to User Box on the bizhub 600, the folding options either are not available or can not be printed successfully.

Solution

CAUSE: Folding is only possible when printing from JobSpooler to the bizhub 600 after a change to the default Output settings is made on the copier.

SOLUTION: On the bizhub 600, under Admin Settings = System Settings = Output Settings = Output Tray Settings, Print needs to be set to 2 in order to utilize these settings. After changing this setting, folding options settings in Job Spooler can be made.

Solution ID TAUS0652169EN* **Solution Usage** 0

Description

How to change the tri-fold mode to print the image inside instead of outside.

Solution

To change the tri-fold from printing inside fold to printing outside fold, perform the following:
1. Press the Utility key.
2. Select Admin mode and enter the password.
3. Press Copier Setting.
4. Press the down arrow.
5. Press Tri-Fold Printed on Side Selection.
6. Press either INSIDE or OUTSIDE.

Solution ID TAUS0652259EN* **Solution Usage** 0

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Description
Version 15 Firmware Function Enhancements, bizhub 600.

Solution
See Bulletin 05-GB-140 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0652403EN* **Solution Usage** 0

Description
With APS enabled and feeding 8.5x11R originals, machine will automatically rotate the image and copy onto 8.5x11 paper from Tray 1 or Tray 2.

Solution
CAUSE: Image rotation is enabled.

SOLUTION: To disable Image Rotation, perform the following:
1. In the basic copy screen select the 'Application'.
2. Select 'Image Adjustment'.
3. Select 'No Rotation'.
4. Press OK.

Solution ID TAUS0652466EN* **Solution Usage** 0

Description
What is required for password printing?

Solution
In order to password print, the optional hard drive, HD503 (p/n 15NL), is required.

Solution ID TAUS0652488EN* **Solution Usage** 0

Description
When using Non-Image Area Erase, black is reproduced on the copy of the non-image area.

Solution
CAUSE: Non-Image Area Erase is set to SPECIFY.

SOLUTION: To change the Non-Image Area Erase Setting, perform the following:
1. Press the Utility Key and then enter the ADMINSTRATOR mode.
2. Press System Setting.
3. Press Expert Adjustment.
4. Press Erase Adjustment.
5. Press Non-Image Area Erase Setting.
6. Select AUTO instead of SPECIFY.
7. Press Close 5 times to exit the adjustment menu.

Solution ID TAUS0652513EN* **Solution Usage** 0

Description
How to install a print driver on a Microsoft* Windows 98 system.

Solution
To install a printer on a Windows 98 system, perform the following:
1. Browse to the printer and log in to ADMIN mode.
2. Click on the Network tab.
3. Click on SMB and select Enable.
4. Click on SMB Print and select Enable.
5. Insure the NetBIOS name of the NIC is entered in the NetBIOS Name. The NetBIOS name can be viewed at the machine ion Network Setting and then SMB. By default the NetBIOS name is automatically entered.
6. Enter a printer name in the Print Service Name; can be anything.
7. Enter the name of the Workgroup of the PC.
8. Click APPLY and then restart the machine with the main power switch.
9. Install the print driver to LPT1.
10. On the Windows 98 client press Start/settings/printers.
11. Right click the driver and select properties.

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12. Select the Details tab and then add printer.
13. Select Network and then browse.
14. In the network configuration window select the printer icon.
15. This completes the driver installation for a Windows 98 client.

Note: The P2P or Network Setup utility is no longer used for connecting the printer to Windows 98 as SMB printing has replaced P2P printing.

[Trademark ownership information| FILE V:\TEXT\TRADEMRK.TXT NEW]]

Solution ID TAUS0652555EN* **Solution Usage** 0

Description

AS/400*, unable to print via the SNMP driver.

Solution

CAUSE: The system driver data is incorrect.

SOLUTION: Change the system driver on the AS/400 to IBMSNMPDRV.

* Trademark ownership information

Solution ID TAUS0652562EN* **Solution Usage** 0

Description

In PageScope Net Care 5.5, when trying to access the bizhub 600, a message indicates that the needed plug-in for the model has not been installed and to check the web page.

Solution

CAUSE: Incorrect settings.

SOLUTION: First, go to Server Setting = Auto-Version Check and specify an Auto-Check interval. If using an HTTP Proxy Server, specify the Server Address:Port number as well as HTTP Proxy Account User name and Password (if necessary). Next, go out of PageScope Net Care and go back to the PageScope Net Care Web start page. Select to go into Console Tools. Select the Download Install selection on the left. Click on the Check Now button. Available plug-ins will then be shown. Check desired plug-ins, then select Install. Click on the Restart selection and select to Restart the Server. It may be necessary to reboot the PC for changes to take effect.

Solution ID TAUS0652633EN* **Solution Usage** 0

Description

How to have 8.5x11R paper be automatically pulled from the paper source.

Solution

To have 8.5x11R paper be automatically pulled from the paper source, perform the following:

1. Press the Utility Key.
2. Press User Setting.
3. Press System.
4. Press Paper Tray Select.
5. Press Auto Tray Select and the press the paper source containing the 8.5x11R paper and press OK.
6. Press Auto Tray Switching and select ALLOW and then OK.
7. Press No Matching Paper and then select Switch Trays.

Note: APS must be enabled in copy mode.

Solution ID TAUS0652642EN* **Solution Usage** 0

Description

How to connect to access devices through PageScope Data Administrator.

Solution

To connect to access devices through PageScope Data Administrator, make sure that, in the Admin mode of the copier, in System Connection = Open API = Access Setting is set to Allow; Port to 50001 and Authentication is set to OFF.

Solution ID TAUS0652754EN* **Solution Usage** 0

Description

How to print legal booklet using the Visual PostScript* driver from Microsoft* Word.

Solution

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The IC202_legal_booklet_Word.pdf provides information for print legal size booklet using 7x8.5 originals.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0652765EN* **Solution Usage** 0

Description
How to export authentication settings from a previous version of PageScope Data Administrator 1.5 and then import them into Data Administrator 2.0.

Solution
To export authentication settings from a previous version of Data Administrator 1.5 and then import them into Data Administrator 2.0, perform the following:
1. At the initial screen, select the Configure Authentication data button.
2. Select from the top, File-Backup or select the Backup icon.
3. Specify the file location, and then Save. Do not set a password for the file if prompted.
Note: As an alternative, select from File-Save TabText file and select either Account or User depending on what type of authentication is set. Specify the file name then Save. If there is an option for save to a CSV file, that can be used as well (do not use PSDA file if the file will later be imported in Data Administrator 2.0).
4. In Data Administrator 2.0, once the device is selected, in the Device Info dialog box, expand the items on the left.
5. Select Account Track Settings.
6. From the top menu, select File-Import each data from the device.
7. Use the drop down box to select either CSV, TXT (tab delimit) depending on the type of file that was originally saved. The Import Wizard will start; specify the delimiter and parameters for the imported file.

Solution ID TAUS0652771EN* **Solution Usage** 0

Description
How to import Account Track data stored in a CSV or TXT (tab delimited) file into PageScope Data Administrator 2.0.

Solution
To import Account Track data stored in a CSV or TXT (tab delimited) file into PageScope Data Administrator 2.0, perform the following:
1. In Data Administrator 2.0, once the device has been accessed, in the Device Info dialog box, expand the items on the left.
2. Select Account Track Settings.
3. From the top menu, select File-Import each data from the device. Use the drop down box to select either CSV or TXT (tab delimited) depending on the type of file that was originally saved.
4. The Import Wizard will then appear. Specify the delimiter and parameters for the imported file.

Solution ID TAUS0652813EN* **Solution Usage** 0

Description
How to program a default paper tray for the banner page option.

Solution
To prgram a default paper tray for the banner page option, perform the following:
1. Press the Utility Key.
2. Press User Setting.
3. Press System.
4. Press Paper Tray Setting.
5. Press Print Lists.
6. Press the desired paper tray for the banner page and press OK.

Solution ID TAUS0652825EN* **Solution Usage** 0

Description
When copying mixed originals, offset sort can not be selected.

Solution
CAUSE: Early firmware version or incorrect dipswitch setting.

SOLUTION: Update the machine to firmware version 15 or later. Set dipswitch 32-6 to 1 to enable offset sort with mixed originals.

Solution ID TAUS0652880EN* **Solution Usage** 0

Description
For the bizhub 600, selecting Finishing options results in a conflict error when reprinting a job through PageScope Job Spooler. There is a drop down selection available for options in the "Fold" selection when reprinting a job through Job Spooler. However, when the Output Tray is listed as "Main Tray"

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through Job Spooler, when reprinting a job, a folding selection would result in a conflict error and the job would not print.

Solution

CAUSE: Incorrect setting.

SOLUTION: Folding is possible when reprinting a job through Job Spooler after changing a setting on the bizhub 600/750. Under Admin Settings = System Settings = Output Settings = Output Tray Settings, if Print is set to 2 (changing the Default Output tray settings), then the setting for the Output tray would be changed in Job Spooler from the Main tray. It is then possible to select Half-fold and Tri-fold settings in Job Spooler and have the job print correctly.

Solution ID TAUS0652960EN* **Solution Usage** 0

Description

How to program for custom size originals.

Solution

CAUSE: Custom size paper can be set up within Applications on the touchscreen.

SOLUTION: Perform the following steps to run custom size paper from the RADF:
1. Press the Application Icon.
2. Press the Image Adjustment Icon.
3. Press the Standard Size Icon.
4. Press the Custom Size Icon.
5. Enter the size of the document and press OK several times.

Solution ID TAUS0653105EN* **Solution Usage** 0

Description

Unable to retrieve HD scans from the PageScope interface.

Solution

CAUSE: Internet Explorer security settings for file and font download are set to disable.

SOLUTION: To change the settings in Internet Explorer, perform the following:
1. Select the Tools tab on Internet Explorer.
2. Select Internet Connections.
3. Select the Security tab.
4. Select Custom level/Security setting.
5. Find the Downloads portion (approx. half way down).
6. Select the File and Font download set to enable.
7. Select OK

Solution ID TAUS0653201EN* **Solution Usage** 0

Description

PageScope Data Administrator Utility compatibility with bizhub 600.

Solution

Data Admintrator is compatible with the bizhub 600 for account tracking information.

Solution ID TAUS0653252EN* **Solution Usage** 0

Description

Compatibility of PageScope Box 2.0 and the IC202 with Microsoft* Windows NT 4.0.

Solution

PageScope Box and the IC202 are compatible with Windows NT4.0 Service Pack 6A.

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Solution ID TAUS0653261EN* **Solution Usage** 0

Description

Does not print over the network and IC203 configuration page does not print on a new installation.

Solution

CAUSE: The IC203 hard drive requires format upon initial installation.

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SOLUTION: To format the IC203 hard driver, perform the following:
1. Enter Tech Rep Mode.
2. Enter CE Password, as required.
3. Press [IP Hard Disk Format].
4. Select [ALL].
5. Select YES to [Execute Format].
6. Exit Tech Rep Mode.

Note: IP Controller settings are reverted back to factory default.

Solution ID TAUS0653273EN* **Solution Usage** 0

Description

In PageScope Data Administrator 2.x, is it possible to Import Authentication Data through a .csv or .txt file to a device?

Solution

It is possible to Import Authentication Data through a .csv or .txt file in Data Admin 2.x. First, after connecting to the device, if an Authentication Mode is not set, it must be set. Select Edit-Authentication-Change Authentication Mode. Then select desired Auth. mode. From the tree view of the device at the left, if you just highlight the Authentication settings icon, then select, File-Import, the only choice is to import from a MFP backup file (.bin).
However, if the Authentication Mode icon is expanded, there should be a Account Track icon, User Auth. Setting icon or both icons underneath.
If one of these icons is highlighted and you select File-Import, then "Import Each Data from a File" from the top menu, a dialog box will open. This dialog box will allow you to browse to the file and then select from the drop down box .csv or .txt file in order to Import. Once the file has been selected, the Import File Wizard will appear. You will then be required to select a delimeter and map the fileds of the file to Auth. settings. (It is necessary to hit the "Select" button when making selections.) After the data has been imported, Select the Account/Auth data you want to upload to the device and then select the "Write" button.

Solution ID TAUS0653328EN* **Solution Usage** 0

Description

In PageScope Data Administrator 1.5 is it possible to Write to Multiple Devices?

Solution

Writing to Multiple Devices is supported. Start Data Admin 1.5. Select 'Settings for multiple devices". Select New Device Settings. Select "Copy the existing settings from Configured MFP". Also, select the Confirm and edit the data (through the wizard) check box. Click Next. Select a device from the list. (This will be the Source device), Select Import. Once the Device is connected to, the Device name, such as KonicaMinolta C450 should be listed next to Device Name. Click on the Select button. A dialog box that says "Log in processing to device" should appear. Detected devices should be listed.
It is necessary to highlight each device you want to send to, click on the Password button at bottom and enter the Admin password for that device.
It is then necessary to put a check next to the devices you want to write to. Click next. The "Select item (authentication and address)" dialog box should appear. Highlight devices you want to write to and click on the "Settings" button. Check whether to write Authentication or Address settings or both. Click Next
The "Prepare to export data to the device" dialog box should appear. Check the "Save configuration data" to a file box and browse to location in order to also save a *.bin file of the configured settings. Select Devices to Write to and then select the Write button.

Solution ID TAUS0653334EN* **Solution Usage** 0

Description

In PageScope Data Administrator 1.5, how can Authentication Data be Backed up and Restored?

Solution

When accessing a device that has been previously accessed at least oncefrom Data Admin and has existing Authentication data, select the "Configure authentication data" button. On the dialog screen from the top menu will be a "Backup" button. After selecting this you will be prompted to browse to a location to save the User.bin or *.bin file to.
This file can later be used by other devices in order to Import Authentication settings
To Restore the file, select the "Restore" icon on the top You will be prompted for the location of the *.bin file
I believe if you access another similar device you can Restore a *.bin file saved from a like device.
For Example if a *.bin file is saved from a C450 through the Backup button in the Authentication Settings dialog box, it most likely would be able to be restored through the "Restore" button on this screen to a C351.
This must be performed for each device you want to write to.
If you are unable to transfer Authentication data with a saved *.bin file, use the following method.
Select the Source device you want to Copy data from. Then select the "Configure Authentication data" button. Enter Admin password.
For a device that contains Account Track Authentication Data, from the File selection at the top of the Authentication Settings dialog box, Select File-Save Tab file-Account
You will be prompted for a location to save an Account Track data file (*.txt)
Then connect to the device you want to Write this data to
Select "Configure Authentication Data"
From the Account List or Registering Accounts dilaog box, Select Import(File).
From the drop down box you can specify to import a TEXT(TAB))*.txt) file
If importing a .txt file, a Wizard will launch which will require mapping data fields to the correct values
This must be done for each device you want to write to.
From the Source device that contains User Authentication Data, from the File selection at the top of the Authentication Settings dialog box, Select File-Save Tab file-User
You will be prompted for a location to save a User data file(.txt)

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Then connect to the device you want to Write this data to
Select "Configure Authentication Data"
From the Users list or Registering Users dialog box
Select to Import(File).
From the drop down box you can specify to import a TEXT(TAB))*.txt) file
If importing a .txt file, a Wizard will launch which will require mapping data fields to the correct values
This must be done for each device you want to write to.

Solution ID TAUS0653340EN* **Solution Usage** 0

Description
In Data Administrator 1.5, how to Backup, Restore and Import Address Data.

Solution
Connect to the device that you want to retrieve, backup or upload address data to. Select "Configure Address Data. Any existing address data will be downloaded. Select Backup to save a *bin file of Address Data. For the same or a similar device this data should be able to be Written by selecting the "Restore" selection on the same screen and selecting the backed up *bin file.
Another method to upload Address Data can be performed at this dialog box when connected to a Device, select File-Save Tab-Abbreviated Address. When connecting to this device from the Destination device, Select Import File and select either the *.bin or .txt file that had been saved. If importing a .txt file, a Wizard will launch which will require mapping data fields to the correct values.

Solution ID TAUS0653370EN* **Solution Usage** 0

Description
How to change the paper size for Tray 1 and Tray 2.

Solution
To change the paper size for Tray 1 and Tray 2, perform the following:
1. Press the Utility/Counter key on the operation panel
2. Touch [Details] on the touchscreen.
3. Press Stop, 0, 0, Stop, 0, 1.
4. Touch [System 2] on touchscreen.
5. Press Paper Size Setting.
6. Press Paper Size and select the desired paper size.
7. Press OK twice and then Exit to return to the normal screen.

Solution ID TAUS0653528EN* **Solution Usage** 0

Description
AS/400* continually resends the print job using the SNMP setup.

Solution
CAUSE: Incorrect system driver being used.

SOLUTION: On the SNMP setup via the AS/400, the System Driver should be *IBMSNMPDRV.
Note: If this does not resolve the problem under the User Defined Options, input *IBMCNNSHR.

* Trademark ownership information

Solution ID TAUS0653582EN* **Solution Usage** 0

Description
The trail edge of the copy is missing when placing odd size originals on the platen glass.

Solution
CAUSE: Custom size paper is not set.

SOLUTION: Perform the following steps to run custom size paper from the Platen Glass:
1. Press the Application Icon.
2. Press the Image Adjustment Icon.
3. Press the Standard Size Icon.
4. Press the Custom Size Icon.
5. Enter the size of the document and press OK several times.
Note: Setting the custom size to the maximum and storing it in memory mode will allow for all custom size originals and does not have to be set for each custom original. Standard size originals will also function properly.

Solution ID TAUS0653585EN* **Solution Usage** 0

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Description
The trail edge of the copy is missing when placing a standard 8.5x14 original on the platen glass.

Solution
CAUSE: Mixed originals is selected in combine originals.

SOLUTION: Perform the following steps to deselect Mixed Oringinal mode:
1. From the copy screen press Combine Oringinals.
2. Deselect Mixed Origjnals and press OK.
Note: Setting the custom size to the maximum and storing it in memory mode will allow for all custom size originals and does not have to be set for each custom original. Standard size originals will also function properly.

Solution ID TAUS0653602EN* **Solution Usage** 0

Description
FK502, unable to transmit, however the unit is able to receive faxes. The OFF HOOK icon on the touch is also grayed out.

Solution
CAUSE: The System board has failed.

SOLUTION: Re-flash the system board firmware. Replace the System board as needed (p/n 57AA-9011).

Solution ID TAUS0653701EN* **Solution Usage** 0

Description
Is password print available on the bizhub 600?

Solution
Password print is available on the bizhub 600 and is referred to as Secure Print in the print driver. The optional hard drive HD503 (p/n 15NL) is required for password printing.

Solution ID TAUS0653767EN* **Solution Usage** 0

Description
When using Account Tracking a password must be entered to use the Scan function (Scan to E-mail). Can the copier be set up to allow access to the Scan function without a password?

Solution
To allow (Copy, Scan, Fax, Print or User Box) modes to function without entering a password, perform the following procedure:
1. Press the Utility Key and select Administration Mode and enter the password.
2. Select User Authentication/Account Track.
3. Select User Authentication.
4. Select Admin Setting.
5. Select Default Function Setting.
6. Set the desired options (Copy, Scan, Fax, Print or User Box) to ALLOW and press OK. This will enable the option to be used without entering a password.
7. Press close until the main screen appears.

Solution ID TAUS0653818EN* **Solution Usage** 0

Description
Does Scantrip version 2.11 support the bizhub 600?

Solution
Currently, the bizhub 600 is not supported with Scantrip version 2.11. Once version 2.2 is released and Phase 2 firmware for the bizhub 600 is released, Scantrip will support the bizhub 600 and other engines that use TCP Sockets to connect to boxes rather than FTP.

Solution ID TAUS0653880EN* **Solution Usage** 0

Description
How to perform the Original paper size adjustment.

Solution
To adjust the Original paper size, perform the following:
1. Enter the Tech Rep Mode.
2. Select [ADF].
3. Select [Original Size Adj.].
4. Highlight [8.5x11] and place a 8.5x11 sheet of paper (long edge) in the ADF. Press [START]. OK will be displayed on the touchscreen.

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5. Highlight [5.5x8.5] and place a 5.5x8.5 sheet of paper (short edge) in the ADF. Press [START]. OK will be displayed on the touchscreen.
6. Press [TEST COPY] and check to see if all paper sizes are being recognized.
7. Return to the main copy screen.

Solution ID TAUS0653923EN* **Solution Usage** 0

Description
'Possibly SNMP Read Community Name Changed' appears when adding a device. A box to input the correct Read community name will appear.

Solution
CAUSE: This message may appear if IS Open API is set to 'RESTRICT' in Admin Mode - System Connection.

SOLUTION: Set IS Open API Access setting to 'ALLOW' The default port should be 50001.

Solution ID TAUS0653982EN* **Solution Usage** 0

Description
Can mixed original mode be used with custom size originals?

Solution
Mixed original mode can not be used with custom size originals. Standard size originals must be used.
Note: Please see the Users Guide page 7-32 for mixed original sizes that can be used.

Solution ID TAUS0654098EN* **Solution Usage** 0

Description
The bizhub serial number locations.

Solution
The bizhub serial number locations .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0654196EN* **Solution Usage** 0

Description
How to enable printing with User Authentication/Account Tracking or external key counter on with out having to enter a code or user information.

Solution
To enable printing with User Authentication/AccountTracking/external key counter enabled without having to enter a code or user information, perfom the following:
1. Enter the Administrator mode.
2. Press User Authentication/Account Tracking.
3. Press Print Without Authentication and select ALLOW.

Solution ID TAUS0654199EN* **Solution Usage** 0

Description
Upon storing and recalling a stored job from a user box, can the paper tray selections be changed?

Solution
The paper trays can not be changed once scanned and stored to a box and then recalled for printing. The machine will select the paper source that was used during the scan.

Solution ID TAUS0654313EN* **Solution Usage** 0

Description
When scanning to the hard drive and selecting PDF as the format, the image can not be viewed or retrieved when using the TWAIN driver with an applicable software application.

Solution
CAUSE: The TWAIN driver does not support PDF.

SOLUTION: The Konica Minolta PageScope Box Operator utility will function properly when selecting PDF and scan to hard drive.

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Solution ID TAUS0654371EN* **Solution Usage** 0

Description
Server Connect error message when scanning to E-mail. Both locations can see users in LDAP look up. The first location there were no issues when sending E-mail. The second location would give Server Connect error.

Solution
CAUSE: Two locations are connected via 100MB metro ethernet WAN. The timeout was set to max. The customer has two E-mail servers; one at each site.

SOLUTION: Change the SMTP mail server address to the local mail server.

Solution ID TAUS0654853EN* **Solution Usage** 0

Description
Recommended transparency, 600.

Solution
The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503).
The following are alternate high temperature transparencies that are also recommended:
3M* type PP2950
3M* type CG5000
Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

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Solution ID TAUS0655345EN* **Solution Usage** 0

Description
In Microsoft* Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the mail merge feature of Publisher.

Solution
CAUSE: Registry edit required.
WARNING: Incorrectly editing the registry may severely damage the system. Before making changes to the registry, back up any valued data on the computer. Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft Publisher can be enabled to individually collate, staple and duplex publications/records when using the mail merge feature of Publisher through a registry edit. This can be done either manually or by a script.
To manually edit the registry, open the Registry Editor by clicking Start, click Run, type regedit, and then click OK. Go to:
1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing.
2. Right-click on the Printing folder, select New= String Value.
2. Create new "string value" called: NumberOfRecordsPerBatch.
3. Double-click and set the Value Data to 1. Instead of grouping records together into groups of 10 (Publisher default) to send to the printer, the records are now sent in groups of 1 (i.e., each document is sent separately).
Note: A value for this size setting can be set between 0 and 99999.

To update the registry 'automatically' from a script:
1. Download the script from [[http://ed.mvps.org| URL http://ed.mvps.org/20031Rec.reg]].
2. Save the REG file to the Desktop.
3. Double-click on the icon, and then click on Yes to the question, 'Are you sure you want to add the information in C:DOCUME~1\administrator account \Desktop\20031Rec.reg to the registry?'
4. The new value will be added to the registry.
Notes:
a. Refer to [[Windows registry tips and guidelines|URL http://techweb.konicabt.com/tpm/media/registry_guide.pdf]] for additional information.
b. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0655403EN* **Solution Usage** 0

Description
Is PageScope Direct Print supported in the Mac environment?

Solution
All the PageScope Products are Windows based products with no support for MAC's.

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Solution ID TAUS0656199EN* **Solution Usage** 0

Description
Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

Solution
Download and import [[word_mail_merge_printing|URL http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf]] into normal.dot. Set up the driver you want to use as the default and then set the finishing features desired in Printing Preferences. Run normal.dot under macros, you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

Solution ID TAUS0656471EN* **Solution Usage** 0

Description
How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution
32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.

1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

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Solution ID TAUS0648085EN* **Solution Usage**

Description
How to change the default settings for the Copy or Scan mode.

Solution
To specify the default settings of the Copy Mode or Scan Mode, perform the following:
1. Press the [Copy] or [Scan] key on the copier operation panel to enter the Copy Mode or Scan Mode.
2. Select the setting to make the default value in the Copy Mode or Scan Mode.
3. Press the [Utility/Counter] key.
4. Touch the [User Setting] key.
5. Touch the [Initial Setting] key.
6. Touch [Current Setting] followed by [OK].
7. Touch [Close] twice to exit.

Note : The default settings of the Copy Mode or Scan Mode can be set to factory default by touching [Factory Default].

Solution ID TAUS0648258EN* **Solution Usage**

Description
How to set the default mode for Copy, Scan, or Fax

Solution
To set the default mode, perform the following:
1. Select [Utility].
2. Select [2. User Setting].
3. Select [3. Initial Setting].
4. Select [Current Setting].
5. Select [OK].
6. Select [Close].
7. Select [3. Administrator Setting].
8. Enter the administrator password (12345678); then select [OK].
9. Select [1. System Setting].
10. Select [9. Reset Settings].
11. Select [1. System Auto Reset].
12. Select the desired default screen (Copy, Scan, or Fax) and select [OK].
13. Select [Close] 4 times to return to the main copy screen.
14. Power the machine off and on using the Sub Power switch on the operation panel.

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Solution ID TAUS0649315EN* **Solution Usage**

Description
PDF image from the scanner is not exactly 8.5x11 when retrieved.

Solution
CAUSE: A bug was identified with the earlier firmware.

SOLUTION: This issuehas beencorrected with Phase 2 release (minimum) which is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0650874EN* **Solution Usage**

Description
Unable to print from Adobe* PageMaker* 7 on Macintosh* OS 9.

Solution
CAUSE: An abnormality with the how the IC202 is interpreting PostScript* data from Adobe PageMaker 7 on Macintosh OS 9.

SOLUTION: This issue has been corrected starting with Phase 2.0 firmware (Version 20) for the bizhub 600/750.
Please upgrade firmware to a minimum Phase 2.0 firmware (Version 20).

The latest bizhub 600/750 firmwareisavailable for download from the SSD support home page;
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD" link located on the left.
4. Select the "SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS,Drivers,Firmware and more" link located on the left.

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Solution ID TAUS0652901EN* **Solution Usage**

Description
How to copy Authentication data and Address Book data from one supported model to another or to multiple engines.

Solution
To copy Authentication data and Address Book data from one supported model to another or to multiple engines, perform the following:
1. Detect the engine(s).
2. From the Device List, select from the top menu Processing => Copy. The Copy Collectively Box will come up.
3. Select the device that is the Origin of the Copy. Be sure to hit the Select button. Then choose whether to get the most recent data or to use the data which was imported the last time.
4. Select Next.
5. Choose to copy Authentication data, Address data or both (User Boxes will not be copied).
6. Select the Target Device(s); use the Select button. Administrator passwords for the target devices must be provided in order to transfer data.
7. Copy the data to the device(s).

Solution ID TAUS0654651EN* **Solution Usage**

Description
Unable to print the Reports (Configuration, Demo Page, PCL* Fonts, PostScript* Fonts) when browsing using PageScope Web Connection.

Solution
CAUSE: A bug was identified with the earlier firmware.

SOLUTION: This issueis corrected with Phase 2 release (minimum) which is available on the SSD Download Selector Search Page.

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Solution ID TAUS0654893EN* **Solution Usage**

Description
How to set the Banner page exit output tray.

Solution

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To set the Banner page exit output tray, perform the following:
1. Enter the Administration mode.
2. Select System Setting.
3. Select Output Setting.
4. Select Output Tray Setting.
5. Select Exit tray 1 or 2 using the icons on the touchscreen under the Reports icon.

Solution ID TAUS0655608EN* **Solution Usage**

Description
Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution
Konica Minolta MFPs are fully compatible with Category 6 cable standard.
Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0656262EN* **Solution Usage**

Description
Can custom stamps or watermarks be created for copying?

Solution
There is no capability to create custom stamps or watermarks at the machine.

Solution ID TAUS0657143EN* **Solution Usage**

Description
How to connect the bizhub 600 or bizhub 750 to MicroPress®.

Solution
The bizhub 600 and bizhub 750 are not supported by MicroPress®.

Solution ID TAUS0657153EN* **Solution Usage**

Description
Scan to Box and Scan to Fax are not available with the Key Counter installed.

Solution
CAUSE: Incorrect settings.

SOLUTION: Confirm that the machine has version 17 firmware installed and set Dipswitch 29-6 to1 to allow these features to be selected. With version 17 firmware installed:
1. Enter the Service Mode.
2. Select System 2.
3. Select Dip SW.
4.Touch SW No and enter 29.
5. Touch Bit No and enter 6.
6. Set this to1.

Solution ID TAUS0657614EN* **Solution Usage**

Description
FK502, is there a distinctive ring feature?

Solution
To distinguish between a fax call and a telephone call, use the Fax/Tel function parameter.

Solution ID TAUS0657701EN* **Solution Usage**

Description
'Save In User Box', 'Secure Print' and 'Save In User Box and Print' selections are not available in the Visual PostScript driver.

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Solution

The HDD must be installed in the Visual PostScript driver.To install the HDD in the driver carry out the following:
1. At the PC on whichthe driver has been installed, select start.
2. Select Printer and Faxes.
3. Choose the 600/750 Visual PostScript driver.
4. Right click on the printer and select properties.
5. Choose the Option Tab and set the Printer HDD to be installed.
6.Click on Apply and then click on OK.
Note: The HD503 must be installed on the machine.

Solution ID TAUS0657735EN* **Solution Usage**

Description

How many user boxes can be saved to the hard disk and later printed?

Solution

Up to 1000 user boxes can be created on the hard disk.
Note : Documents that can be saved: data scanned for copying, received faxes, and saved scan data.

Solution ID TAUS0658276EN* **Solution Usage**

Description

When copying through the feeder,image isrotated 180 degrees.

Solution

CAUSE: Firmware upgrade required.

SOLUTION: Upgrade firmware to minimum version 20.
Note : Click on the following link(s) when logged into My Konica Minolta to locate therequired firmware.
bizhub 600 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=876
bizhub 750 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=877

Solution ID TAUS0700149EN* **Solution Usage**

Description

Unable to connect to Data Administrator 2.2.2 from bizhub 420/500 or bizhub 600/750 after Phase 2.0 Firmware is installed on the device.

Solution

CAUSE: Data Administrator 2.2 can not access the bizhub420/500 or bizhub 600/750if Firmware levelPhase 2 is installed on the machine.

SOLUTION: Data Administrator Ver. 3 is now available and does support connecting to these devices with Phase 2 firmware installed.

Solution ID TAUS0700287EN* **Solution Usage**

Description

Receive timeout error when performing scan to E-mail with F5™ BIG-IP® device between the E-mail server and the engine.

Solution

The followingare troubleshooting steps usedfor scan to E-mailwith a F5™ BIG-IP® device in front of the E-mail server:
1. Verify the workstationon the same subnet with the engine was able to send E-mail via the F5™ device.
2. Check the network settings on the workstation. Perform the following:
   a. Click on 'Start'.
   b. Click on 'Run'
   c. Type 'Enter' and press OK.
   d. Enter 'ipconfig /all'.
   e. Make note of the Default Gateway and DNS servers listed.
3. Verify that the MFP Gateway; DNS server TCP/IP address and DNS Search List under Network Setting in Administrator mode match the workstation settings.
   IMPORTANT : The DNS settings are critical if using the F5™ hostname in the engine SMTP Server address field.
4. Verify the correct TCP/IP p ort is being used for outgoing mail.
5. Verify SMTP Authentication is not being used.
5. After steps 1 through 4 have been confirmed, reconfigure the engine to send E-mail directly to E-mail server sitting behind the F5™ device.
6. Another troubleshooting tool is performing a network capture. The following items will be needed to perform network capture:
   a. Laptop
   b. Hub (Network switch will not work because data is not to every port on the device)
   c. Two patch cables
   d. Network capture software

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e. The attached Ethereal® Users Guide for information using Ethereal® network capture software. The network capture can be used tocompare successful and unsuccessful E-mail transmissions. Ethereal® can be downloaded at: http://www.ethereal.com/download.html .
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0700469EN* **Solution Usage**

Description
How to set up Auto Paper Tray Switching.

Solution
To set up Auto Paper Tray Switching, perform the following:
1. Press the [Utility/Counter] key on the copier.
2. Select Number 2 User Setting.
3. Select Number 1 System Setting.
4. Select Number 3 Paper Tray setting.
5. Select Number 2 Auto Tray Select Setting (highlight all the Trays).
6. Setthe Tray Priority Levels then click OK.
7. Select Number 3 Auto Tray SwitchON/OFF to ALLOW.
8. Select Number 4 No Matching Paper in Tray Setting to: Switch Tray (Tray Priority).
9. Click OK when finished.

Solution ID TAUS0700484EN* **Solution Usage**

Description
The Network Icon is missing in Admin Mode.

Solution
CAUSE: The hard drive is corrupt.

SOLUTION: Format the hard drive in Tech Rep mode/State Confirmation/Memory HDD adjust.

Solution ID TAUS0700552EN* **Solution Usage**

Description
How to isolate Tray 4.

Solution
To isolate Tray 4, perform the following:
1. Press the Utility/Counter key on the operation panel.
2. Touch [Details] on the touchscreen.
3. Press Stop, 0, 0, Stop, 0, 1.
4. Touch [System 2] on touchscreen.
5. Touch [DipSW Setting] on the touchscreen.
6. Scroll to dipswitch 19-0.
7. Touch [ON (1)] on the touchscreen.
8. Touch [Set] on the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.

Solution ID TAUS0700584EN* **Solution Usage**

Description
PPD file(s) for these printers/controllers.

Solution
The PPD files are available for download via the SSD support site. To locate them follow this procedure:
1. Login in via www.mykonicaminolta.com .
2. Select the 'Service'tab located on the top of the page.
3. Select the 'SSD' link located on the left.
4. Select the 'SSD Home Page' link located in the middle of the page.
5.Click on'Download MSDS, Drivers, Firmware and more' located on the left.

Solution ID TAUS0700610EN* **Solution Usage**

Description
SC61-01 scanner error code. Scanner motor is making a loud noise; scanner does not move when pulled out of home position.

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Solution
CAUSE: Failed Scanner Driver Board.

SOLUTION: Replace the Scanner Driver Board (p/n 57AA-909 1E).

Solution ID TAUS0700664EN* **Solution Usage**

Description
Unable to access MFP with Phase 3 firmware using PageScope Data Administrator.

Solution
CAUSE: Early version of PageScope Data Administrator is installed.

SOLUTION:Install version 3.03 or later.

Solution ID TAUS0700790EN* **Solution Usage**

Description
When using theE-mail notification feature, can multiple E-mail addresses be entered?

Solution
Multiple E-mail addresses can be used with the E-mail notification feature. When adding multiple E-mail addresses, separate the addresses using a comma and no spaces.

Solution ID TAUS0700897EN* **Solution Usage**

Description
Is a hard drive required for account tracking/authentication and how many account track codes can be used?

Solution
The optional hard drive (HD-503) is not required for account tracking/authentication. A total of 1000 account track codes can be used.

Solution ID TAUS0700957EN* **Solution Usage**

Description
The Scan to Hard Drive icon is missing in scan mode/direct input when an external key counter is attached.

Solution
CAUSE: Softswitch 29-01 is disabled.

SOLUTION: In Tech Rep mode/System 2/softswitches, set softswitch 29-01 to1 and press Set. This will restore the Scan to Hard Drive Icon.

Solution ID TAUS0701147EN* **Solution Usage**

Description
FS504, the punch unit is punching all copies and prints and cannot be disabled.

Solution
CAUSE: When performing a firmware upgrade the machine initial mode was set to CURRENT and not FACTORY.

SOLUTION: Setthe machine initial mode to factory and re-flash the firmware.

Solution ID TAUS0701149EN* **Solution Usage**

Description
Dirty copies.

Solution
CAUSE:The fixing unit web solenoid is not activating even though the solenoid operates in diagnostics. The fixing unit cleaning web counter was not reset after replacement.

SOLUTION: To reset the cleaning web counter, perform the following:
1. Enter the Tech Rep mode.
2. Select Counter.
3. Select Present Parts Life.

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4. Select Fixing Web Cleaner and press Clear.

Solution ID TAUS0701210EN* **Solution Usage**

Description
Gray background only on the second half of the copies.

Solution
CAUSE: TheCCD Unit has failed.

SOLUTION: Replace the failed CCD Unit (p/n 57AA-6301).

Solution ID TAUS0701236EN* **Solution Usage**

Description
Field Service Manual, bizhub 750/600.

Solution
Attached is the bizhub 750/600 Field Service Manual including options and wiring diagrams updated 5/30/06.
Notes :
1. CAUTION : The PDF is a67MB file. DO NOT ATTEMPT TO DOWNLOAD WITHOUT A HIGH SPEED INTERNET CONNECTION.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0701260EN* **Solution Usage**

Description
When scanning to E-mail, FTP or PC, upon completion of the scan, the address selected resets back to the standard scan screen.

Solution
CAUSE: Softswitch 36-1 is disabled which controls the resetting of the screen address.

SOLUTION: To enable softswitch 36-1,perform the following:
1. Press the Utility key, Details, then Stop 00, Stop 01.
2. Press System 2.
3. Press DipSwitch.
4. Scroll to 36-1, press ON and then SET.

Solution ID TAUS0701307EN* **Solution Usage**

Description
When making a copy, reduction and image rotation cannot be selected at the same time.

Solution
CAUSE: The firmware of the machine limits reduction and image rotation from being combined.

SOLUTION: Update the main body firmware to phase 2.0 version 20 or above to allow reduction and image rotation to be selected together.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701324EN* **Solution Usage**

Description
When using Proof Copy, the pages of the document are output in the incorrect order.

Solution
CAUSE: The main body firmware requires updating.

SOLUTION:Update the main body firmware to phase 2.0, version 20 or above to allow pages to be output in the correct order when using Proof Copy.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701325EN* **Solution Usage**

Description

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Can more than 30 Program Job Registrations be saved on the copier?

Solution

The copier can save more than 30 Program Job Registrationsif the HDD has been installed. The main body firmware will need to be updated to phase 2.0 version 20 or above to allow the amount of Program Job Registrations to be increased.
The number of Program Job Registrations can be increased from 30 to 100 carrying out the following steps:
1. Enter Service Mode
2. Touch System 2.
3. Touch DipSW Setting.
4. Enter DipSW 36 bit 2 and set to a 1 (ON).
5. Exit Service Mode.

Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701327EN* **Solution Usage**

Description

When using book copy, the image shifted 10mm toward the top of the page.

Solution

CAUSE: The main body firmwarerequires updating.

SOLUTION:Update the main body firmware to phase 2.0, version 20 or above to prevent the image from being shifted when book copy is used.

Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701377EN* **Solution Usage**

Description

Availability of fax only driver.

Solution

Konica Minolta Business Solutions has released a fax only driver that supports thefollowing products:
1. bizhub C450/C351/C250/C352/C300
2. bizhub 420/500
3. bizhub 600/750

Download the attached Fax_only_driver_v01020001_en_add.zip and Release Notes.

Note : To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

Solution ID TAUS0701539EN* **Solution Usage**

Description

Unable to print mixed originals from SwiftView® application.

Solution

CAUSE: Early version firmware and drivers are being used.

SOLUTION: Upgrade the firmware to version 30 or higher and the drivers to version 3.0 or higher.

Note : The latest version of firmware,system softwareor print driversis available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701549EN* **Solution Usage**

Description

Can the bypass tray be programmed for standard U.S. size paper?

Solution

It is not necessary to program thebypass trayforstandard U.S. size paper.It is a 'smart' bypass tray and canrecognize allU.S. paper sizes automatically.

Solution ID TAUS0701608EN* **Solution Usage**

Description

Can Bates Stamping be recalled from a user box?

Solution

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Bates Stamping cannot be recalled from a user box because the stamping information isremoved when stored to the box.

Solution ID TAUS0701609EN* **Solution Usage**

Description
How to prevent saved jobs from being edited or deleted.

Solution
To restrict access to a saved program job, perform the following:
1. Enter the Admin. Mode.
2. Select System.
3. Select Restrict Access to Saved Program Jobs.
4. Select the job(s) to be locked.
5. Press OK and exit.

Solution ID TAUS0701651EN* **Solution Usage**

Description
KONICA MINOLTA Font Management Utility 2.0.0 will not delete fonts.

Solution
CAUSE:When adding fonts to the a printer using the Font Management Utility, the add mode becomes locked.

SOLUTION:After adding Fonts to the printer with the Font Management Utility, close the application. If removal ofthe fonts is desired, re-open the application and proceed to remove the fonts.

Solution ID TAUS0701669EN* **Solution Usage**

Description
After the exit direction has been set to 'face up' in the Administrator mode why is the copy still output face down?

Solution
Copies being outputin the face down exit direction,even after 'face up'isselected in the Administrator mode has been addressed with Phase 3.0 version 30 firmware. Please update the machine firmware to version 30 or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701670EN* **Solution Usage**

Description
Why is Automatic Background Removal not available when Automatic Density is selected?

Solution
Automatic Background Removalis available when Automatic Density is selected with Phase 3.0 version 30 firmware. Please update the machine firmware to Phase 3.0 version 30 or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701672EN* **Solution Usage**

Description
Can the machine be set to default to Enlarge Display?

Solution
Themachine can be set so that it defaults to Enlarge Image with Phase 3.0 version 30 firmware. Please update the machine firmware to Phase 3.0 version 30 or later.
To set the machine to default to Enlarge Display, pleaseperform the following:
1. Enter Service Mode.
2. Select System 2.
3. Select Dip SW Setting.
4. Under SW No. enter 38.
5. Under Bit No. enter 2.
6. Select 1 (ON).
7. Press Set.
8. Press OK.
9. Exit Service Mode.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support

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(CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701686EN* **Solution Usage**

Description
What can cause the machine not to feed from any of the 4 paper trays?

Solution
If the machine is unable to feed paper from any of the 4 paper trays it is possible that the paper feed motor M1 (p/n 15AA 8005 0) is not functioning.
M1 can be tested using the following steps:
1. Enter service mode.
2. Select State Confirmation.
3. Select Load Check.
4. Enter 28 for the Check Code.
5. Enter 1 for the Multi Code.
6. Press start.M1 should be replaced if it does notactivate in the Load Check.

Solution ID TAUS0701689EN* **Solution Usage**

Description
What is the default administrator password for PageScope Web Connection?

Solution
The default administrator password for PageScope Web Connection is 00000000.

Solution ID TAUS0701712EN* **Solution Usage**

Description
'Remove copies off the finisher tray' message after 100 copies.

Solution
CAUSE: Incorrect settings.

SOLUTION: Set dipswitch 15-3 = 0 and 15-4 = 1.

Solution ID TAUS0701764EN* **Solution Usage**

Description
When the machine is in a Paper Empty condition, why does a fax TX hang with the message Sending and never complete the transmission?

Solution
The firmware of the machine has been updated to prevent the machine from displaying Sending and not completinga fax transmission when the machine is in a Paper Empty condition. Please update the machine to Phase 3.0, version 30 firmware or above.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701769EN* **Solution Usage**

Description
Close Section Properly, right side door.

Solution
CAUSE: Both door interlocks not actuated.

SOLUTION: When checking the right side door interlock switches, either for proper operation or to “cheat” the door, both interlock switches (PS12 -Conveyance Door Sensor/Up and PS29 -Conveyance Door Sensor/Lw) must be actuated.

Solution ID TAUS0701777EN* **Solution Usage**

Description
Is the TWAIN driver the same?

Solution
According to the Readme files, the bizhub 500 and bizhub 600can use the same TWAINdriver.

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Solution ID TAUS0701881EN* **Solution Usage**

Description
C-3802 intermittently.

Solution
CAUSE: A loose connector onthe system CB or a failed system CB.

SOLUTION: Reseat all connectors on the system CB and replace the system CB if needed (p/n 57BA-9062E - bizhub 600 orp/n 57AA-9061 - bizhub 750).

Solution ID TAUS0701990EN* **Solution Usage**

Description
False jam indications in Tray 3 and vertical transport section.

Solution
CAUSE: Firmware upgrade required.

SOLUTION: Upgrade firmware to version 25 or higher.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702146EN* **Solution Usage**

Description
How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution
Please see the attacheddocument for detailed information.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702183EN* **Solution Usage**

Description
Offset sort does not work with Visual PostScript driver when printing from Adobe® Acrobat™.

Solution
CAUSE: Incorrect setting.

SOLUTION:To print PDF files with offset sortingusing the Visual PostScript driver,check the "Print as Image" box.

Solution ID TAUS0702285EN* **Solution Usage**

Description
How to program the install date.

Solution
To program the install date, perform the following:
1. Press the Utility/Counter key.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [System 1] on the touchscreen.
5. Touch [Install Date] on the touchscreen.
6. Touch [Entry] on the touchscreen. Using the numeric keypad enter the year, month, and day of the install.
7. Touch [Entry] on the touchscreen.
8. Touch [End] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0702305EN* **Solution Usage**

Description
Program Job function does not allow more than 10 document sets.

Solution

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CAUSE: User's Guideshows incorrect informationfor Program Job function.

SOLUTION: When using the Program Job function, only 10 sets, not100 document sets can be sent.

Solution ID TAUS0702400EN* **Solution Usage**

Description
Server connection error when using LDAP.

Solution
CAUSE: Incorrect configuration.

SOLUTION: To configure:
1.Select SIMPLE for the Authentication Method.
2.Disable User Authentication.
3.Enter a login Name and Password.A LDAP search can now be done without having to authenticate.
4.Enter a different known-working E-mail address for the bizhub, and a password.

Solution ID TAUS0702486EN* **Solution Usage**

Description
C-5301 at power up.

Solution
CAUSE: The Power Supply Cooling fan (FM15) has failed.

SOLUTION: FM15 is not available as a separate part. It is a component of the DCPS unit. Replace the DC Power Supply unit (p/n 57AE84511).

Solution ID TAUS0702534EN* **Solution Usage**

Description
How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution
Please perform the procedures mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702697EN* **Solution Usage**

Description
The test pattern is blank when the LD offset adjustment for LS300 is run.

Solution
CAUSE: Firmware update required.

SOLUTION:Please update the machine firmware to version 31 or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702785EN* **Solution Usage**

Description
What is the part number for the harness on the frame side of the machine into which the fusing unit connects?

Solution
The harness on the frame side of the machine into which the fusing unit connects (p/n 57AE90031).

Solution ID TAUS0702821EN* **Solution Usage**

Description
The firmware version is displayed in the service mode.Why isthereno selection in ISW to flash the ZU-602?

Solution

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The firmware for the ZU-602 is stored on a conventional EPROM, not flash ROM. The firmware can be upgraded using an EPROM burner and the firmware file is available on the Konica Minolta web site.
Notes :
1. If an EPROM burner is not available, the EPROM can be ordered (p/n 15KSR70300).
2. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702825EN* **Solution Usage**

Description
The elevator tray continually jogs up and down. No codes are indicated.

Solution
CAUSE: Failed conveyance motor (M1).

SOLUTION: Replace the finisher conveyance motor (p/n 56AA 8011 2).
SPECIAL NOTE : Solution provided by John Stemper, KMBS/Fort Collins

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Solution ID TAUS0702836EN* **Solution Usage**

Description
When the machine is poweredON, there is a grinding noise. No error code is indicated.

Solution
CAUSE: Scanner is driving all the way to the rightbecausethe PRCB has failed.

SOLUTION:Replace the PRCB (p/n 57AA -902 0).

Solution ID TAUS0702890EN* **Solution Usage**

Description
Printing to a Windows Samba shared printer from a Macintosh®.

Solution
Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0703085EN* **Solution Usage**

Description
Unable to flash the machine. ISW does not recognize the files on a 4GB USB stick.

Solution
CAUSE: Incompatible USB memory stick.

SOLUTION: Use a 2GB orsmaller USB drive.
SPECIAL NOTE : Solution provided by Rob Rinkus, KMBS/Philadelphia.

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